Yang Hong

EDUCATIONAL BACKGROUND

Northwestern University, McCormick School of Engineering   August 2018-Present

Major | Master of Science in **Information Technology**

University of Iowa, Tippie College of Business   August 2012 – May 2016

Double Major | Bachelor of Business Administration in **Marketing**, **Business Analytics & Information System**

WORK EXPERIENCE

IQVIA (QuintilesIMS), *CRM Analyst, Shanghai, China*   April 2017 – August 2018
- Designed the system scope and workflow after collecting specific requirements from clients
- Implemented global and local Salesforce CRM, MDM, BI, Social Listening, and Compliance system successfully
- Involved in every software development life cycle, starting from requirement documents, development, testing, training, data migration, to technical support
- Conducted BI reports with 500+ line of sql scripts per run
- Organized a 25-person user adoption testing team and solved over 30 system defects in one week

AvePoint, *Business Analyst, Shanghai, China*   August 2016 – April 2017
- Led a Learning Management System user adoption team consisting of 10 team members
- Delivered 18 system training sessions, 110 training videos, and 12 promotional posters in 3 months for 1000 end users to enhance their understanding and acceptance of the system before system launching
- Designed system mockups, prototypes and flowcharts for developers after consultation with clients

S&P Global (McGraw Hill Financial), *Communications Intern, Washington, DC*   January 2016 – May 2016
- Developed an international website project for Government Affairs Department in 3 months using html
- Collaborated with London offices, Government Affairs offices, Digital Marketing team, and external parties to collect and edit over 100 website articles and pictures
- Attended roundtable conferences and congressional hearings, and summarized 20 hearing reports

University of Iowa Hospitals and Clinics, *Database Administrator, Iowa City, IA*   December 2014 – December 2015
- Documented over 250 pages on data mapping concepts, MetaMap Usage, and GIS Project
- Initiated the Health GIS Project with supervisor and created bio-informatics visualization techniques
- Cleaned over 50,000 bio-informatics data using SQL Management Studio
- Programmed SQL queries to meet clients' system requests

PROFESSIONAL SKILLS

Software Skills: CRM, SharePoint, Android Studio, Oracle, MS SQL Developer, PostgreSQL, PostGIS, ArcGIS, Minitab, Visio, SPSS, Tableau, Rattle, Eye-tracking Tobii, TCP/IP Addressing, 3-tier Architecture

Programming Languages: XML, HTML5, CSS3, SQL, .NET, Visual Basic, GIT, Java, R, Python