Andy Chai

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EDUCATION

University of Illinois at Urbana-Champaign   **May 2020**
Bachelor's in Economics with a minor in Computer Science
- **Courses:** Data Structures & Algorithms, UIUX Design, Database Systems, Economic Data Forecasting

EXPERIENCE

Ameren | Champaign, IL   **Sept 2019 – Present**
Data Analyst Intern
- Utilize AWS S3 API to create endpoints to company data, integrating with Power BI and creating data models/visualizations to lower the frequency of gas leaks in the central Illinois area

Catalyst Consulting Group, Inc. | Chicago, IL   **Sept 2019 – Present**
Salesforce Business Analyst
- Oversee State of Washington's Department of Commerce internal Salesforce organization, continually implementing and suggesting improvements changes to the current system
- Designed and executed 50+ test scripts utilizing qTest and JIRA to maintain, document, and track issues and bug fixes

Business Analyst Intern   **May 2019 – Aug 2019**
- Trained Iowa's Dept. of Inspections and Appeals in creating reports/dashboards & Salesforce1 within custom Salesforce case management system, doubling the client's overall production
- Optimized automated regression testing scripts in XPath using Selenium to improve testing efficiency for the City of Chicago's 311 (CHI311) non-emergency Salesforce solution
- Followed Agile & SCRUM principles using biweekly Sprints to manage 40+ user stories
- Added custom data attributes within CHI311 SF Developer Console with HTML which improved test scripting efficiency & implemented a developmental standard

University of Illinois at Urbana-Champaign | Champaign, IL   **Aug 2017 – Sept 2019**
Service Desk Analyst
- Queried and analyzed over 100+ monthly user requests, using EMS's Database to generate daily reports to ensure reservation requests were fulfilled & managed appropriately
- Headed training processes for 2 to 3 new hires per semester, familiarizing them with everyday business processes and operations necessary for company's success

School District U-46 | Elgin, IL   **Jun 2017 – Aug 2017**
Information Technology Intern
- Identified an opportunity to increase team efficiency by 33% through proposing and implementing a new method for distributing & assigning teams district-wide
- Handled 15+ technical tickets daily; troubleshooting for 39,000+ users across the district

SKILLS

Languages: SQL, JavaScript (Angular), HTML, C++, Java, Cypher, SOQL, XPath
Tools: Salesforce & Salesforce1 (mobile app), Field Service Lightning, JIRA, qTest, Blue Canvas, Workbench, Power BI, Tableau, Selenium IDE, NoSQL, MySQL, MongoDB, AWS S3/EC2