

Evan Zhang

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EDUCATION

Georgia Institute of Technology, Scheller College of Business

Master of Science in Management

Atlanta, GA

Aug 2026 – May 2027

Georgia State University

Bachelor of Science in Computer Science, GPA: 3.5/4.0

Atlanta, GA

Aug 2021 – May 2025

EXPERIENCE

Professional Services Engineer I

FIS Global

Atlanta, GA

Jun 2025 – Present

- Apply **Microsoft Copilot** to gap analysis for **Barclays** host system upgrades, using the AI assistant to surface differences between Profile core banking versions and scope the code and configuration changes required, accelerating a previously manual review
- Deliver core banking support for Barclays on the Profile platform, diagnosing root causes of recurring production incidents and shipping targeted MUMPS/PSL fixes that improved SLA adherence across critical systems
- Triaged and resolved 50+ client-reported defects alongside Barclays engineering and FIS platform teams, serving as the primary technical liaison between client stakeholders and internal engineers
- Built a reusable Model Bank framework used to onboard prospective banking clients onto the Profile platform, translating client requirements into standardized product configurations and cutting time to demo
- Acted as the technical bridge between sales and implementation teams, enabling presales to run consistent client demos without custom build work for each opportunity
- Documented recurring issue patterns and resolution playbooks in an internal knowledge base, reducing average team response time on known incidents by an estimated 30%

Teller

Wells Fargo

Tucker, GA

Feb 2024 – May 2025

- Coached customers, including older and less technical clients, through adoption of digital banking tools, increasing self-service usage across the branch
- Processed high volume transactions under BSA/AML compliance requirements with strict accuracy and documentation standards

PROJECTS

Credit Card Fraud Detection Model | *Python, PyTorch, SMOTE, scikit-learn, pandas*

- Built and trained a neural network classifier on a heavily imbalanced transaction dataset, applying SMOTE resampling and threshold tuning to raise recall on fraudulent transactions

Workforce Scheduling Optimizer | *Python, Prophet, Gradient Boosted Trees, pandas*

- Forecasted demand from several years of sales data at a family owned restaurant I help operate, translating predictions into staffing recommendations that reduced overstaffed shifts during low traffic periods

Amortly | *FastAPI, React, TypeScript, PostgreSQL, Stripe, Render*

- Designed and shipped a full stack fintech application that simulates loan amortization scenarios, with a REST API backend, JWT authentication, and Stripe payment integration

TECHNICAL SKILLS

Languages: Python, SQL, JavaScript/TypeScript, Java, MUMPS/PSL, HTML/CSS

AI/ML: Microsoft Copilot, LLM APIs and prompt engineering, PyTorch, scikit-learn, Prophet, model evaluation, data preparation

Frameworks & Cloud: FastAPI, React, SQLAlchemy, PostgreSQL, AWS, Azure, Docker, Git

Analytics: pandas, NumPy, Tableau, Power BI, Excel

ADDITIONAL

Work Authorization: Authorized to work in the U.S. without visa sponsorship, now or in the future

Interests: team tennis, travel photography, running, video games