

Jacky N. Zheng

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EXPERIENCE

Guttman Community College | New York, NY | April 2026 - Current

Data Savvy College Assistant - Analyst

- Won **stakeholder buy-in** for a single **scalable analytics system** to replace recurring one-off cohort dashboards by proposing the **redesign** and proving it out through **iterative** weekly demos, resulting in a tool the whole team now relies on daily.
- Cut dashboard rebuild time across cohorts to near-zero by designing an **automated reporting pipeline** that cleans raw **attendance data** via **Python** and feeds a **cloud-stored** dataset into a standing **Power BI dashboard**, keeping reporting consistent cohort over cohort and preserving historical data for non-technical staff.
- Built the data backbone for the program's **automated reporting pipeline** by writing **multi-table SQL joins** to unify student, course, section, and attendance records from the reporting system's relational data tables, scoping results to our organization via inner joins before feeding the standing Power BI dashboard.
- Accelerated test development and debugging by using **Claude Code** as an **AI-assisted coding workflow** to troubleshoot and validate the **Python statistical analysis script**, reducing iteration time on the testing pipeline.
- Surfaced course-level engagement gaps by building a **Power BI** attendance-gap analysis comparing multi-class students and directing outreach priorities towards the student groups most likely to disengage.

United Nations Headquarters | New York, NY | Nov 2024 - May 2025

Strategic Workforce Planning Intern - Analyst

- Gained stakeholder approval for a new **HR relational data model** and **workflow automation design** by running 5-7 pilot demos, applying **Agile** iteration to align the tool with evolving requirements.
- Sped up job profile generation from 2–3 days to 40–50 seconds by building an **Excel automation tool** with a near-zero error rate, validated through iterative **UAT cycles** and **HR stakeholder feedback**.
- Equipped people managers with location and department-level participation insights by shipping a **Power BI dashboard**, enabling targeted **workforce outreach strategies**.

PROJECTS

Extern - Pfizer AI Document Intelligence | Remote | May 2026 - Present

- Cut manual document review time on regulatory PDFs by building a **RAG pipeline** that parses text-based and scanned pharmaceutical documents (**PyMuPDF + OCR**) and surfaces expiration dates and test specs through a chat interface.
- Improved retrieval accuracy on technical QA documents by implementing **hybrid search**, combining **BM25 keyword matching** with **HuggingFace vector embeddings**, and tuning prompt templates to control response format.
- Benchmarking open-source embedding, reranking, and generation models to balance retrieval cost, speed, and rate-limit constraints ahead of final delivery.

EDUCATION

Stony Brook University | Stony Brook, NY | GPA: 3.67

Bachelor's in Science Business Management (Specialization: Operations Management), China Studies Minor

Korea University | *Study Abroad* | Seoul, South Korea | August 2023 - December 2023

SKILLS

- **Product & PM:** PRD Writing, Agile, Stakeholder Management, Figma
- **Data Analysis:** SQL, Python, Power BI, Excel (PowerPivot, Power Query, Advanced Formulas), Statistical Analysis, Sharepoint Online
- **AI & LLM Tools:** RAG Pipeline, Vector & Hybrid Search, HuggingFace Embeddings, Claude Code, Open AI API, Gemini API