

# Jessica Chiu

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## EDUCATION

### BS Information Systems (Digital Media Specialization) | Stony Brook University | Stony Brook, NY

- Admitted to WISE Honors program, fostering leadership for women in STEM

## WORK EXPERIENCES

### Executive Assistant to Chairman (Temp)

New York Design Center

March 2025 – June 2025

New York, NY

- Built an Excel-based tracking system using structured tables and pivot tables to monitor 200+ tenant lifecycles, enabling cleaner data organization and improving reporting efficiency by 15%
- Maintained CRM database by analyzing lease agreements and cross-checking essential tenant data, including contact details, lease durations, and payment terms, to ensure accuracy and consistency
- Created Excel-based charts to visualize summary earnings and progress for annual shareholder reports and compiled leadership-ready documentation using Adobe Acrobat

### Digital Operations Analyst (Contract)

Azeulead

June 2024 – August 2024

New York, NY

- Built structured project workflows and relational databases in Notion to track project data, monitor deliverables, and generate progress insights, improving reporting efficiency and project delivery by 20%
- Managed project documentation and developed handoff guides and video demos to support client training on content management system (CMS) data entry and performance tracking within Webflow
- Led client communication via Zoom to gather requirements and present progress, analyzing stakeholder insights into actionable tasks and system updates for the website launch

### Program Coordinator Assistant

Group for the East End

January 2023 – May 2023

Southold, NY

- Collaborated with environmental educators to analyze engagement data and define measurable outcome metrics, including completion rates and time-on-task, to evaluate program effectiveness
- Collected and analyzed qualitative data from 20+ stakeholders through interviews and on-site field research, using A/B comparisons of content formats to assess content engagement

### Metadata Analyst Intern

Houghton Mifflin Harcourt Learning Technology

June 2022 – August 2022

New York, NY (Remote)

- Maintained and standardized metadata for over 300 digital learning assets in OneCMS by analyzing missing fields such as record names, state learning standard tags, and instructor notes
- Executed data validation based on user testing audits to verify feature functionality and content integrity across learning platforms, including proper content loading and embedded link functionality
- Collaborated with engineering and curriculum teams in Agile workflows to optimize internal tools and streamline digital asset management processes

## ACADEMIC PROJECTS

### New York LIRR Database Management System

November 2021 – December 2021

- Created a relational database using Microsoft Access modeling the Long Island Railroad (LIRR) system, applying database normalization and Entity Relationship (ER) modeling
- Designed SQL queries to retrieve and analyze operational metrics such as route utilization, schedule frequency, and ticket identification, enabling comparison across routes and time

## SKILLS

**Programming Languages and Tools:** SQL, Python, R, Java, Microsoft Excel, Word, Access, Outlook, Airtable, OneCMS, Google Analytics, Google Forms, Google Sheets, Jira, Notion