

# RUBY FAN-CHIANG

Fairfax, VA 22031 | 5716129721 | yuru.fanchiang@gmail.com

## Education

**Bachelor of Science:** Computational Modeling And Data Analytics  
Virginia Tech - Blacksburg, VA

Expected in 05/2025

- 3.5 GPA
- Dean's List: fall 2021, fall 2022, spring 2023
- Minor: Mathematic, Statistic, and Actuarial Science

## Skills

- Programming Language: Python, RStudio, SQL, JAVA
- Operating System: Linux CentOS, Ubuntu Cloud, Windows, MacOS
- Data Visualization: Excel, MS Office Suite, Google Sheets, Power BI, VBA
- Languages: Mandarin (Native)
- Machine Learning in R: k-nearest neighbors, Naïve Bayes, Logistic regression, multiple linear regression, SOM, Ridge regression

## Project

### Impact of Electric Vehicles on the Gasoline Car Market

- Used Python to manage and visualize data, focusing on stock returns and trading volumes to highlight market trends.
- Uncovered investment trends showing the growing influence of EVs on traditional automakers.
- Developed reports and visualizations that simplified complex data into actionable insights for stakeholders.

### Statistical Analysis of Factors Affecting Sudden Sensorineural Hearing Loss

- Used R to conducted a statistical analysis on a dataset to explore potential predictors of sudden sensorineural hearing loss (SSNHL) including lipid profiles and obesity indicators.
- Employed multiple regression, ridge regression, and natural cubic spline models to assess the relationships between health indicators like BMI, cholesterol, and the occurrence of SSNHL.
- Utilized k-Nearest Neighbors (kNN) and Naive Bayes classification algorithms to evaluate the risk of SSNHL, providing insights into early warning signs.
- Applied logistic regression analysis, demonstrating through a ROC curve the model's effectiveness in distinguishing between high and low-risk groups for SSNHL.
- Contributed to preventive healthcare by interpreting complex data and identifying key health markers for early intervention strategies.

## Work History

### Customer Technical Support

07/2022 - Current

DC-Tech USA – Herndon, VA

- Collaborate with team members to identify and address colocation data center and IP address related issues in timely manner.
- Maintain data protection measures such as firewall configuration and black and white lists.
- Kept track of server activities, such as data flow and bandwidth of network communicate efficiently and accurately with engineers for the issues reported by clients.
- Demonstrate expertise in troubleshooting complex technical problems through multiple operating systems, including Windows, Linux, Ubuntu, and CentOS to ensure minimal downtime.
- Maintained high levels of customer satisfaction by quickly addressing and solving technical challenges.
- Uphold high-quality service standards by strictly adhering to company policies and procedures to ensure consistent service provided across diversified operating systems.

### Student Assistant Manager

10/2021 - 06/2022

Virginia Tech Dining Services – Blacksburg, VA

- Handled routine issues independently and coordinated solutions to complex operational and student problems.
- Trained staff in department procedures and requirements to build cohesive and successful team.
- Empowered employees with strong base of job knowledge and necessary resources to successfully complete daily tasks.

## Certifications

JPMorgan Chase & Co. - Excel Skills Job Simulation