

KAIXI ZHANG

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Applications & Interfaces

Cloud
On-Premises
Web-Based

Change Management

Collaboration

Cisco Webex / Zoom
Confluence
SharePoint
Slack
Teams

Design Thinking

Data Analysis

MS SQL
PostgreSQL

Leadership

Linux

MS 365

Excel
OneNote
PowerPoint
Project
Visio

Multi-Lingual

English (native)
Mandarin (limited)
Spanish (fluent)

Process Improvement

Project Management

Kanban
Scrum + SAFe®
Waterfall
Hybrid
Azure DevOps
Jira
Redmine

Risk Management

Root Cause Analysis

Software/QA Testing

Stakeholder Management

Strategy & Planning

Industries (& YOE)

Banking (5)
Insurance (3)
Print Media (1)
SaaS, Public Sector (2)

Work Experience

CENTRALSQUARE TECHNOLOGIES

Lake Mary, FL

Business Analyst/Transformation PM

Jul 2022 – Nov 2022

- **Led requirements gathering sessions**; created custom PDF forms to streamline analysis of raw data
- **Defined KPIs** for measuring operational performance across the enterprise of 1,500+ employees (**SaaS, Public Sector**)
- Assisted with business process management (**BPM**) and re-engineering (**BPR**) efforts, including analysis of various tools/technologies (e.g., **Salesforce** and integrations with **Azure DevOps**)

CENTRALSQUARE TECHNOLOGIES

Lake Mary, FL

QA Analyst

Sep 2021 – Jul 2022

- Tested for software defects; assisted with **cloud migration** efforts
- Quickly **identified and resolved issues** through cross-functional team collaboration
- **Standardized team processes** through self-developed test case templates
- Trained and coached junior team members

BERKSHIRE HATHAWAY HOMESTATE COMPANIES (BHHC)

Omaha, NE

BA/QA Analyst

Dec 2018 – Apr 2021

- Performed manual testing, (e.g., functional, unit, regression)
- Developed and **implemented training across three business units** within BHHC and National Indemnity Company (NICO)
- **Led BPM initiative** which salvaged client relations and operational efficiency
- Drafted testing documents and **standard operating procedures (SOPs)**

BANK OF THE WEST

Omaha, NE

BSA/AML Investigator

Mar 2018 – Dec 2018

- Performed KYC/KYB checks against commercial and wealth client accounts
- Compiled findings and recommendations into reports; utilized **PivotTables** to **analyze transactional data**
- Created a case management template that helped **reduce task overhead**

BH MEDIA GROUP

Omaha, NE

Compliance Associate

May 2017 – Feb 2018

- Collaborated with cross-functional teams to **develop effective risk mitigation strategies**
- Drafted and **implemented multiple IT Security policies and programs**—including Incident Response Plan, Electronic Devices & Usage Policy, and Physical Asset Security Policy—across 30+ offices
- Presented weekly compliance project updates to **executive leadership**; drafted executive reports and PowerPoint slides for quarterly **meetings with ‘Big 4’ consultants**

Education

MASTER OF BUSINESS ADMINISTRATION (“MBA”)

May 2019

University of Nebraska

Omaha, NE

BACHELOR OF SCIENCE, BUSINESS ADMINISTRATION

May 2014

University of Nebraska

Omaha, NE

Major: Business Finance, Banking