

## **Tony Jinchao Duan**

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### **Career Objective**

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Data-driven Strategy & Analytics professional with a proven track record at eBay, EY, and HSBC. Expert in transforming complex datasets into actionable business intelligence and create predictive models to achieve business goal. Specializing in AI-driven Analytic skills and interactive data tools. Seeking to leverage deep domain expertise in data operations and modern AI engineering to drive scalable business growth.

### **Technical skill**

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- AI/ML: Agentic Workflows(langchain/langgraph/n8n), RAG, LLM Integration(Skills/MCP), YOLO
- Data Science: SQL, Python (Pandas, Plotly, Scikit-learn), R (Tidyverse, GGplot2, Tidymodels)
- BI dashboard: Tableau, Power BI, Shiny
- Microsoft Tools: Excel (VBA), PowerPoint, Word

### **Employment History**

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#### **eBay, Business management, Analytics Specialist 2018-2021, Analytics Manager 2021-2023**

Strategic Operations: Managed shipping performance for the Greater China seller network, ensuring alignment with global logistics standards.

Business Intelligence: Designed and deployed comprehensive seller dashboards to monitor real-time performance, significantly reducing shipping delays by identifying supply chain bottlenecks.

Policy Development: Authored and implemented regional seller policies that balanced marketplace integrity with sustainable seller growth.

#### **Ernst&Young , Performance Improvement Consulting, Senior Analytics Consultant 2014-2017**

Banking Sector: Standardized reporting frameworks for a leading Chinese commercial bank, enhancing data transparency for executive stakeholders. Developed Customer Value Forecast and Segmentation models, enabling targeted CRM strategies and increasing high-value client retention.

Insurance Sector: Designed a customer product-mix recommendation engine for a top-tier insurance provider. Developed anti-fraud modeling systems for one of the largest life insurance companies in China.

### **HSBC, Consumer Credit Risk, Decision Analytics Officer 2012–2013**

Developed analytical solutions to manage credit risk across the Asia-Pacific region. Built credit scorecards and optimized strategies for diverse portfolios, including credit cards and home loans.

### **Education Background**

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2009 - 2012 Bachelor of Commerce (with GPA 3.1/4.0)

Macquarie University, Sydney, Australia

Major in Decision science

Advanced methodologies for strategic decision-making in corporate environments. This program bridges business management and data science, utilizing statistical modeling, forecasting, and risk management to address complex problems across Finance, Marketing, and HR. Developed a robust toolkit for evidence-based leadership and effective problem-solving in high-pressure business scenarios.

### **Awards & Certificate**

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- EY ExCEED Award(for extra effort, exceeding expectations and recognizing. Those who have gone that extra mile to serve their clients)
- Coursera DeepLearning.AI TensorFlow Developer Professional Certificate
- Google Cloud GCP Core Infrastructure training

### **Language**

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English(Professional Proficiency), Mandarin(Native), Cantonese(Native)