

# Zhao (Ethan) Chen

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Current Project (AI-Driven Healthcare Platform): <https://www.noqclinic.com>

## Summary

Results-driven Financial Analyst with 5+ years of experience in financial strategy, budgeting, and market analysis. Proven success in leading teams and developing AI-driven solutions to optimize healthcare operations. Skilled in financial modelling, securing venture funding, and presenting to key stakeholders. Bilingual in English and Mandarin, currently driving financial strategy at Noqclinic.

## Professional Achievements

### Financial Analyst Team Lead, NoQ AI Clinic

Jun 2024 - Present

- Led a team of 5 analysts, achieving a 23% increase in performance through advanced financial modelling and analysis, driving operational efficiency and cost-effectiveness.
- Secured over \$2 million in funding from diverse sources, including SR&ED and Microsoft. Supported external audits by preparing required documentation to ensure compliance and accuracy.
- Oversaw financial forecasting with 92% accuracy, driving strategic planning and investor confidence, while researching edge technologies in AI Healthcare and machine learning (LLM).
- Built relationships with 10+ Venture Capitals and delivered investor presentations using Business Intelligence tools such as Canva, Prezi, and Power BI, driving increased investor engagement and strategic alignment.
- Contributed to the preparation of rolling forecasts and annual budgets, including income statements, balance sheets, cash flow projections, and capital planning.

### Business Analyst, Hopfun Mechanical and Electrical Inc.

Jul 2022 - Mar 2024

- Improved SQL performance, improving performance by 14%, and enhanced communication efficiency by 4.2%, accelerating business processes and decision-making.
- Supported the annual standard cost roll-up and inventory revaluation process. Reduced update time by 25% by optimizing business process design using manufacturing ERP software such as Kingdee and SAP, streamlining operations and enhancing productivity.
- Assisted in upgrading financial models using Excel VBA, enhancing efficiency and reducing operating costs by automating repetitive tasks.
- Streamlined financial processes by analyzing historical data and building advanced cost models, optimizing supplier sourcing, and achieving a 10.4% reduction in costs.
- Assisted in launching online stores on Alibaba and Made-in-China.com, contributing to international sales growth exceeding \$5 million. Prepared external audit documents to ensure compliance with international trade regulations and accuracy in financial reporting.

### Customer Service Specialist, Booking.com

Dec 2019 - Feb 2020

- Cultivated and maintained client connections, engaging daily with property managers globally.
- Maintained 98% client satisfaction by promptly resolving issues and delivering personalized solutions, increasing trust and loyalty.
- Achieved excellent KPI scores by identifying upsell and cross-sell opportunities, driving additional revenue and maximizing client value.
- Enhanced customer experience using feedback and the B Culture System, leading to more tailored services and improved client engagement.

## Education

### Master's Degree, Business Economics

Wilfrid Laurier University-Kitchener, ON

Sep 2020 - May 2022

### Bachelor of Arts Honor, BAH in Economics

Queen's University-Kingston, ON

Sep 2014 - May 2019

- Minor in Statistics
- Principal's Scholarship

## Key Skills

- **Technical Skills:** Excel (Advanced), SQL, Power BI, Python, ERP (SAP/S4HANA), Outlook
- **Analytical Skills:** Financial Modeling, Budgeting & Forecasting, Risk Analysis, Data Visualization
- **Soft Skills:** Cross-Team Collaboration, Attention to Detail, Stakeholder Management
- **Languages:** Bilingual in English & Mandarin