Rui Hu (Ray)

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EDUCATION

The Ohio State University, Fisher College of Business……………………………………………………..**Columbus, OH**
- MBA - Operations & Business Analytics | GPA: 3.8………………………………………August 2014 - May 2016
- Pursuing **Lean Six Sigma Green Belt** Certification
- Familiar with SQL/Database, Data Visualization, Java, Python, Data Mining and Excel VBA
- Top **5 strengths** from Gallup StrengthsFinder: Strategic, Ideation, Learner, Input, Achiever

Wuhan University (Ranked No. 5 in China)……………………………………………………………...**Wuhan, China**
B.S.: Pharmaceutical Science | Minor: Marketing…………………………………………………………January 2010
- GPA 3.3 | Top 10% of grade | Awarded National People's Scholarship 3 times

EXPERIENCE

Nationwide Insurance………………………………………………………………………………**Columbus, OH**
Customer Satisfaction Improvement Project……………………………………………………… January 2016 – Current
- Measured and analyzed over 35,000 claims to identify factors that affect Customer Satisfaction Index.
- Tools used: Multiple Linear Regression, Logistic Regression, Correlation, ANOVA, Hypothesis Testing.

Process Improvement Intern………………………………………………………………………June 2015 – August 2015
- Analyzed and verified over 30 process maps, summarized the pain points into 5 main categories.
- Tracked context switching and activities of around 85 employees, discovered 14% efficiency opportunity.
- Monitored standup meetings of 6 different teams and scored their huddle boards.
- Performed Focus Groups, read and categorized the comments into 8 themes.
- Analyzed baseline and discovered 20% FTE efficiency opportunity.

Procter & Gamble………………………………………………………………………………**Guangzhou, China**
Key Account Manager (Operations and Business Development) ………………………………… April 2010 - May 2013
- Managed and led regional distributor to achieve business targets: Sales Volume growth index 116% vs. year ago; Productive Store growth index 282% vs. year ago.
- Project Management: managed City Saturation, Productive Store, Golden Store Projects and 100% delivered targets.
- Oversaw planning, executing, tracking of P&G's core campaigns and platforms: Mini-Market Platform index 139% vs. year ago, exceeded company's growth.
- Analyzed business data and designed local marketing campaigns; allocated budget and utilized data to design annual joint business plan with distributor.
- Market level project manager of Personal Cleaning products and Information Modules, deployed campaign and allocated resource within market; Personal Cleaning achieved 114% growth rate vs. year ago.
- Awarded Win-in-Coverage Quality Award, Flagship Store Golden Award and Mini-Market Growth Award.

Global Consulting Project………………………………………………………………………… **Monterrey, Mexico**
Team Manager…………………………………………………………………...March 2015 – May 2015
- Conducted and facilitated market research of different industries in Mexico for our client MES, Inc., including: Automotive, Lighting, Medical, Aerospace, Construction, Electronics, Home Appliances and Agriculture.
- Collected and categorized profiles for more than 300 companies which can be potential customers for MES.

New Channel International Education Group……………………………………………………. **Beijing, China**
Trainer…………………………………………………………………………July 2013 - June 2014
- Taught 40-student and VIP class TOEFL and ACT Math; honed presentation and coaching skills via teaching.
- Developed standardized training process as part of a team to optimize teaching of newly hired teachers.
- Ranked top 10% in annual teaching assessment; scored 4.8 out of 5 from teaching performance survey.

OTHER SKILLS
- Proficient in Office Excel (including VBA), Access, Word and PowerPoint. Excel in Data Analysis, Strategic Thinking and Idea Creation. Fluent in Chinese.