

CINDY ZHANG

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PROFESSIONAL SUMMARY

Results-driven Appian Associate Consultant with 2+ years of enterprise software development experience, specializing in low-code BPM solutions, REST API integrations, and SQL-based data migrations. Adept at modernizing legacy systems, resolving high-volume service tickets, and delivering end-to-end solutions across the full SDLC in Agile environments.

TECHNICAL SKILLS

Programming: SQL (2+ years), Python, JavaScript, React, Vue, Java, C, C++, HTML, CSS/SCSS, SAIL

Platforms & Tools: Appian BPM, AWS Glue, Oracle SQL, DB2, MongoDB, PostgreSQL, Firebase, Flask

Dev & Design: Git, Jira, Figma, Postman, VS Code, Trello, Ubuntu, Anaconda, RStudio

Methodologies: Agile/Scrum, SDLC, ETL/Data Migration, REST API Integration, QA Testing, Business Analysis

WORK EXPERIENCE

Horizon Industries — *Appian Associate Consultant*

Vienna, VA | January 2024 – Present

- Promoted from intern to Associate Consultant; architect and deliver enterprise Appian solutions using SAIL, Appian BPM objects, and Agile/Scrum methodologies, modernizing legacy systems across multiple client environments.
- Design and optimize complex SQL queries and support ETL and data migration pipelines using AWS Glue, Oracle SQL, and DB2, ensuring data integrity and consistency across production environments.
- Integrate REST APIs with external platforms including SharePoint and legacy applications to improve data interoperability and reduce manual processing time.
- Resolve 1,400+ client service tickets, delivering direct support and significantly improving end-user satisfaction and system adoption rates.
- Author comprehensive user guides, automate reporting workflows, and lead QA and migration testing initiatives, contributing to project management and business analysis under full SDLC best practices.

Clinical Mind — *Scientific Analytics Intern*

Hoboken, NJ | June 2023 – January 2024

- Designed and developed a medical publications management platform with an engaging frontend built using Figma and Anima, improving user adoption and workflow efficiency.
- Refactored backend architecture using Flask to create a modular, scalable framework capable of supporting future feature expansion.
- Implemented MongoDB for structured data storage and Firebase for secure data integrity management, ensuring reliable data pipelines for medical publication records.

Stevens Institute of Technology — *Teaching Assistant & Research Assistant*

Hoboken, NJ | June 2020 – May 2023

- Supervised 15 software project groups, applying core UI/UX design principles and industry best practices to guide students toward professional-grade outputs.
- Instructed 100+ graduate students in Python, ARMv8, LEGv8, MIPS, C, and virtual environments across three courses.
- Conducted qualitative research analyzing race and gender dynamics in AI career progression through interviews with Asian women at IBM.

MakeReign — Product Intern

Cape Town, South Africa | May 2022 – July 2022

- Designed web and mobile UI/UX mockups for multiple African fintech and retail clients, focusing on improving customer experience and increasing conversion rates.

PROJECTS

Key Opinion Leader Web Application

2024

- Leading frontend development of a React-based tool enabling medical professionals to query and connect for consultations, with Python/Flask backend and PostgreSQL for scraping and storing medical publications.

Spotify Dating Platform

2022

- Led a team of 4 developers to build a music-taste-based matchmaking web app using React, Socket.IO for real-time chat, Firebase for encrypted auth, and MongoDB for Spotify API data storage.

Cookbook Social Media Platform

2021

- Designed and prototyped a chef-focused social media platform using Handlebars and Figma, conducting market research to shape feature decisions.

EDUCATION

B.S. Computer Science — Stevens Institute of Technology

Hoboken, NJ | May 2023

GPA: 3.5 | Relevant Courses: Discrete & Data Structures, Data Mining II, Database Management Systems, Concurrent Programming

Additional: Harvard Business School Credential of Readiness (CORe),

2020

LEADERSHIP & ACTIVITIES

Stevens Badminton Club — Secretary (2019–2023): Organized tournaments and weekly practices; grew club membership by 250+ members in a single semester through a revived social media strategy.

Stevens Women in Computer Science — Treasurer | Society of Asian Scientists & Engineers, Chinese Student Association — Member | Castle Point Anime Convention — Public Relations | Spoons University — Event Coordinator & Webmaster