

# Jessalyn Chan

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## EDUCATION

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### Stony Brook University

**Bachelor of Science in Business Management**

Minor: Applied Mathematics & Statistics

**Relevant Coursework:** Linear Algebra, Finite Mathematics, Investment Analysis, Managerial Cost Analysis

Stony Brook, NY

Expected Graduation: May 2027

## WORK EXPERIENCE

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### Client Support, Division of IT

Student Technician

January 2025 – Present

Stony Brook, NY

- Analyzed 500+ incident reports across university endpoints using structured root-cause frameworks, isolating systemic failure patterns and implementing corrective measures that reduced repeat incidents and operational downtime.
- Identified recurring issue trends through cross-functional data review with technology teams, producing documented findings that informed process redesigns and improved resolution workflow efficiency.
- Synthesized complex technical findings into clear, actionable briefings for non-technical stakeholders, translating operational data into decision-relevant insights across departments.

### Applied Math and Statistics Department

**Undergraduate Student Teaching Assistant**

January 2025 – December 2025

Stony Brook, NY

- Applied regression analysis, probability distributions, and hypothesis testing to guide 30+ students in building quantitative models for data-driven business decision-making.
- Assessed and tracked individual student performance across problem sets, identifying gaps in analytical reasoning and tailoring instructional approaches to drive measurable improvement each semester.
- Evaluated assignments with rigorous attention to detail, delivering structured written feedback that sharpened students' quantitative accuracy and problem-solving precision.

### Matcha Cafe Maiko, New York

Barista

March 2023 – August 2024

Flushing, NY

- Reconciled daily cash transactions across high-volume periods with zero discrepancies, ensuring financial accuracy and accountability in all point-of-sale reporting.
- Optimized order workflows during peak demand periods, increasing service throughput and reducing operational bottlenecks to sustain revenue performance and customer retention.
- Developed structured onboarding and training materials for a 15-person team, standardizing operational procedures and reducing new-hire ramp-up time through documented process guidelines.

**Languages:** Fluent in English and conversational Mandarin

## EXTRACURRICULARS

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### Women In Business

**Event Committee, Alumni Relations**

December 2024 – Present

Stony Brook, NY

- Managed end-to-end project execution for large-scale events including the International Women's Day Dinner, overseeing budgets, vendor negotiations, timelines, and cross-committee deliverables to achieve on-scope outcomes.
- Drove alumni engagement strategy to expand the organization's professional network, building sustained connections between current members and industry professionals in finance and business.

### Phi Alpha Delta Law Fraternity, International

Active Member

November 2024 – Present

Stony Brook, NY

- Built working knowledge of regulatory frameworks, corporate law, and compliance through workshops and seminars with legal professionals, strengthening analytical foundations in risk assessment and business governance.