ERICA ZHOU

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Education

University of Toronto   **September 2023 – May 2025**
Master of Applied Science in Mechanical and Industrial Engineering, Full Scholarship   *Toronto*

University of Toronto   **September 2019 – May 2023**
Bachelor of Psychology Specialist   *Toronto*

Work Experience

Health Insurance Reciprocal of Canada   **October 2023 – Present**
Research Intern, Mitacs Accelerate Program   *Toronto*

- Initiating a analytical project to scrutinize a decade of legal claims against Canadian hospitals, with a focus on advancing patient safety and reducing liability expenses
- Developing qualitative and quantitative research methodologies to unravel complex data sets, including cybersecurity incidents, property claims, and adverse clinical events.
- Translating analysis results into evidence-based guidelines for hospital decision-makers, supporting informed prioritization of safety initiatives.

Centivizer   **May 2022 – Present**
Project Manager   *Toronto*

- Directly managed and led a software team of 35 members and a hardware team of 10, driving project goals and ensuring timely delivery of tasks.
- Developed augmented reality exergame equipment designed to aid the aging population in physical rehabilitation and cognitive function enhancement. Successfully launched and utilized by 12 long-term care homes across four provinces.
- Supervised all technical aspects of software and hardware projects, encompassing both development and design phases. This included the conception and development of a digital platform that provides users with access to usage data.
- Crafted comprehensive project plans, laying the groundwork for an efficient software development infrastructure. Integrated inventory tracking systems to monitor resources and managed cost structures to ensure projects remained within budgetary constraints.
- Conducted team performance reviews and led progress-tracking meetings. To enhance productivity, I segmented teams into specialized groups aligned with distinct product aspects. This strategic reorganization allowed for more concentrated discussions and improved work efficiency.
- Took the reins on UI/UX design projects, persistently iterating and refining user interfaces based on research and feedback.

ManpowerGroup   **October 2020 – February 2021**
Intern Recruiter   *Beijing*

- Partnered with leading corporations, including Tesla, Amazon, Vestas, and EY, to streamline recruitment processes.
- Successfully recruited for the following roles: Software Developer, Quality Engineer, Test Engineer, Procurement engineer, Sales, Data Analyst, Accountant and Customer Support.
- Conducted detailed industry mappings and stakeholder analysis, immersing into the core operations of various corporate teams to pinpoint and target the right candidates. Maintained effective communication with managers across various corporate scales, enhancing industry knowledge and insights.

Research Experience

Ready Lab | *Worked with Professor Alison Olechowski*   **September 2021 - May 2022**

- Explored the impact of CAD tools on user creativity. Assisted in building a database with 3,000+ research papers, meticulously screening and cataloging pertinent data.
- This research sparked my interest in CAD and mechanical engineering. Self-taught CAD design and acquired foundational machining knowledge, which later became instrumental when I took on a role as a project manager for a product with hardware components.

Technical Skills

Languages: R, Python, HTML/CSS, SQL
Tools: Figma, Tableau, Fusion360
Skills: Soldering, 3D Printing, CAD design, CAPM (learning)
Technologies/Frameworks: Linux, GitHub, WordPress, AWS