

Changhao (Noah) Cao

(908) 323-3389 | ccao21@alumni.jh.edu | Los Angeles, CA

PROFESSIONAL SUMMARY

Business operations and strategy professional with experience scaling a TikTok-driven luxury resale business from \$150K to \$1M+ in monthly GMV. Combines frontline operating insight, performance analysis, and structured thinking to turn complex business challenges into scalable execution.

PROFESSIONAL EXPERIENCE

Maxuria (Z Square LLC) <i>Business Operations Manager</i> - Led business operations for a TikTok-driven luxury resale business that scaled from \$150K to \$1M+ in monthly GMV. - Analyzed performance across brands, categories, creators, livestream formats, and promotions to identify growth opportunities and guide resource allocation. - Designed scalable operating mechanisms across livestream production, inventory, customer service, and fulfillment to improve operational efficiency. - Translated business goals into inventory planning, product allocation, content sequencing, staffing, and promotional priorities. - Built fulfillment SOPs that reduced problematic orders from 5-10 per month to approximately one. - Established recurring reporting workflows using Excel, Google Sheets, and Python to support performance reviews, root-cause analysis, and management decisions.	Los Angeles, CA <i>Apr 2025 - Present</i>
World Financial Group <i>Financial Advisor</i> - Conducted financial needs analyses for individuals and small-business owners, evaluating financial conditions, risk tolerance, and long-term objectives. - Delivered financial education and translated complex financial concepts into practical recommendations.	Pasadena, CA <i>Aug 2024 - Mar 2025</i>
Agricultural Bank of China, Xuzhou Branch <i>Finance Service Intern</i> - Built Excel-based financial tracking models to monitor operational performance and identify process bottlenecks. - Supported financial reporting, reconciliation, and portfolio reviews for high-net-worth clients.	Xuzhou, China <i>Jan 2023 - Jun 2023</i>

EDUCATION

Johns Hopkins University, Carey Business School Master of Science in Finance <i>Selected coursework: Big Data & Machine Learning, Financial Modeling & Valuation, Empirical Finance</i>	Baltimore, MD <i>Aug 2023 - Aug 2024</i>
Troy University & Jiangsu University of Technology B.S. in Business Administration & B.S. in Economics <i>GPA: 3.83 / 4.00</i>	Troy, AL & Changzhou, China <i>Sep 2019 - Jun 2023</i>

SKILLS

Business: Business Operations, Growth Strategy, Marketplace Operations, Operational Excellence, Performance Analysis, Cross-functional Leadership
Analytics: Excel, Google Sheets, SQL, Python, Power BI