

Zijin Zhang

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PROFILE

Shipped two AI education products from 0 to 1: a live SaaS with data-validated scoring ($R^2 = 0.87$) and 3-tier pricing, and an open-source learning workspace with multi-agent orchestration and composable UX. Authored a product strategy for a new market category covering competitive teardown, dual-system architecture and revenue model.

EXPERIENCE

Customer Banking Specialist (Part-time)

Mar 2025 – Present
Melbourne, VIC

[Commonwealth Bank of Australia](#)

- Diagnose unstated customer needs by mapping what they ask for against their financial context — recommend the right product, not just the requested one, reducing repeat visits
- Translate complex banking processes into plain language for ESL, elderly and digitally disengaged segments; adjust depth and channel based on individual confidence level
- Route eligible customers to self-service channels (CommBank app, NetBank) by identifying workflow friction points, improving branch throughput without sacrificing service quality

PROJECTS

VectorPaths — VCE Exam Prep Platform (Live SaaS)

Dec 2025 – Present

[vectorpaths.com](#) | [React](#), [Express](#), [PostgreSQL](#), [Stripe](#)

- Analysed 20 years of VCAA past papers (2,138+ questions) and discovered marks are heavily concentrated in a few topic areas — defined the core value proposition: show students what to study, not just what to practise
- Structured a 3-tier pricing model (Free / Scanned+ / Premium) around clear value thresholds — free tier drives acquisition through year-based practice; paid tiers unlock concept-level filtering and step-by-step solutions
- Reduced content onboarding from months of manual tagging to days by designing an LLM-powered extraction pipeline that converted 3,000+ raw exam PDFs into 9 structured relational tables

OpenTutor — Adaptive Learning Workspace (Open Source)

Mar 2026 – Present

[github.com/zijinz456/OpenTutor](#) | [FastAPI](#), [Next.js](#), [Docker](#)

- Mapped the AI study tool landscape (10+ products) and identified two unmet needs: no tool adapts to individual learning patterns, and all require sending user data to the cloud — defined product scope around these two gaps
- Designed the core user flow so one upload action triggers three coordinated AI agents (tutoring, scheduling, layout) — users interact with one simple step while the system orchestrates complexity behind the scenes
- Chose a composable block-based workspace over fixed pages so the interface reshapes itself to context: exam prep surfaces quizzes and weak areas, daily review shows notes and knowledge graphs

SPOTA — City Lifestyle OS (Product Strategy)

2025

[Business Plan](#) | [Competitive Teardown + Architecture + Revenue Model](#)

- Deconstructed Google Maps, RED, Yelp and Temu at the business-model level — all four solve discovery but none compress the last-mile decision; defined a new product category around intent-to-action conversion
- Designed a dual-mode UX (open exploration vs. time-pressured choice) with a revenue model where merchants buy off-peak demand redistribution instead of impressions — aligning monetisation with both user and merchant value

EDUCATION

Bachelor of Commerce — Finance & Business Analytics

Jan 2024 – Jun 2027
Melbourne, VIC

[The University of Melbourne](#)

SKILLS

Development: Python, TypeScript, SQL | [React](#), [Next.js](#), [FastAPI](#), [Express](#), [tRPC](#), [PostgreSQL](#), [Docker](#)

AI & Data: LLM integration (Claude API, OpenAI), multi-agent systems, prompt engineering, pandas

Product: Competitive analysis, product architecture, business model design, user research, Agile