

OBJECTIVE

Highly motivated and certified data analyst seeking a role utilizing skills in data analysis, machine learning, and cloud computing to drive business success.

TECHNICAL SKILLS

Programming Languages: Python (Expert in Pandas, NumPy, scikit-learn), R (Familiar), SQL (MySQL, Oracle), Bash (Familiar)
Data Analysis Tools: Excel (Expert in Macros, Pivot Tables, Power Query, Formulas), Tableau (Expert), Power BI (Familiar), Alteryx
Cloud Computing: AWS (Certified and Experienced), Google Cloud (Familiar)

EDUCATION

M.S. Business Analytics | University of St. Thomas St. Paul, MN | Expect to Graduate in Summer 2023

Relevant coursework: Advance Excel, R, Python, SQL, Machine Learning, Business Data analytics and narratives.

B.S. Management of Information Systems | Metropolitan State University St. Paul, MN | Aug 2021

Relevant Coursework: Database Mgmt., SAP ERP, Business intelligence, Oracle Retail & Supply Chain Information System

Award: SAP Student Recognition Award, Dean's List 2021

PROFESSIONAL WORK EXPERIENCE

Service Desk - Enterprise Tier 1 | Maximus Inc., Eagan, MN April 2022 – Sep 2022

- ✓ Provided technical support and troubleshooting for corporate customers and employees.
- ✓ Maintained high levels of customer satisfaction and met SLA.
- ✓ Managed and troubleshooted Microsoft 365, Active Directory, Azure AD, Outlook and other enterprise tools.
- ✓ Abided by policies related to PII and PHI and ensured customer confidentiality and privacy.
- ✓ Managed ticket routing and Personal Identification Information in accordance with company standard procedures and guidelines.
- ✓ Identified and mitigated security risks and vulnerabilities.

PRODUCT SUPPORT | GroupIt LLC, Minneapolis, MN Sep 2020 – Sep 2021

- ✓ Consistently achieved a 90% case close rate and high customer satisfaction.
- ✓ Built and maintained secure, high-availability, and scalable WordPress with WooCommerce applications on AWS.
- ✓ Acted as the first point of contact and liaison between customers and development team.
- ✓ Implemented transactional and notification email systems and integrated SMS notifications using Twilio.
- ✓ Rescued business during unexpected extensive platform shutdowns and provided urgent support.
- ✓ Migrated user data to ensure adoption and achieved a customer retention rate of 84% within 2 weeks.

PERSONAL PROJECT

Uncovering Airbnb Market in Twin Cities: Data Analysis and Advanced Excel Modeling

- ✓ Used publicly disclosed data to analyze housing market in the Twin Cities area.
- ✓ Developed a mortgage and profit calculator to help homeowners visualize their potential profit and loss.
- ✓ Utilized Power Query and Power BI to perform ETL, create a profit and loss calculator, and build a data visualization dashboard.

Unlocking the Key Factors Influencing Airbnb Rental Prices: A Machine Learning Approach in the Twin Cities

- ✓ Developed a predictive model for Airbnb rental prices using statistical analysis and data visualization.
- ✓ Implemented multiple models such as regression analysis and feature selection for improved predictions.
- ✓ Utilized regression analysis and data visualization to identify patterns and relationships in the data.
- ✓ Implemented various data pre-processing techniques such as log transformation, one-hot encoding, and feature selection.
- ✓ Analyzed variable correlation and applied feature importance analysis to improve model performance.

LICENSE & CERTIFICATION (ALL LISTED ARE CURRENT)

- ✓ Anaplan Level 1 Model Builder
- ✓ AWS Certified Solutions Architect – Associate
- ✓ Microsoft Excel Expert
- ✓ AWS Certified Cloud Practitioner
- ✓ CompTIA A+ Certification

VOLUNTEER EXPERIENCE

TRANSLATION EDITOR | GlotPress

- ✓ Translated and developed localization of WordPress documentation, themes, and plugin functionalities.

Undergraduate Activities Volunteer | HCC (Hospitality Center for Chinese)

- ✓ Coordinated events, facilitated discussions, and provided administrative support.