TIA TRAN

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EDUCATION

University of Maryland, Robert H. Smith School of Business **College Park, MD, USA**
Master of Information Systems Expected Fall 2025
Relevant Coursework: Database Management Systems, Data Processing and Analysis in Python, Project Management in Dynamic Environments, Data, Models, and Decisions Using R, Data Mining and Predictive Analysis, Blockchain Technologies and Business Analysis

University of Maryland, College of Information Studies **College Park, MD, USA**
Degree Awarded, Information Science August 2020-May 2024
Relevant Coursework: Elementary Statistics and Probability with RStudio, Database Design Modeling, Object-Oriented Programming, Human Centered-Cybersecurity, Data Sources and Manipulation

TECHNICAL SKILLS

Computer: Github, HTML, Javascript, CSS, Microsoft Excel, MS Office, Python, RStudio, SQL, ServiceNow, Tableau, Neo4j, MongoDB

PROJECT EXPERIENCE

Airbnb Price Optimization Project | Technologies: Hive (GCP Dataproc), Python (Google Colab), Google Drive, CSV | May 2025
Developed a machine learning model to predict optimal nightly prices for Airbnb listings by analyzing features such as location, amenities, and property type.
Utilized Hive on Google Cloud Dataproc to preprocess large-scale data with SQL-like queries, improving query efficiency and scalability.
Implemented regression models in Python via Google Colab to perform exploratory analysis, train/test data splits, and model evaluation.

Echostage Instagram Engagement Study | Technologies: Tableau, Microsoft Excel | April 2025
Created an interactive Tableau dashboard to analyze engagement metrics for Echostage's Instagram account, part of my ongoing work in social media marketing for Club Glow. Extracted and cleaned data in Excel to visualize trends in likes, comments, and engagement rate over time.
Designed the dashboard to identify high-performing posts and peak activity periods, providing actionable insights to optimize future content strategy and audience engagement.

KPC Buddhist Relief Database & Website Project |Technologies: HTML, JavaScript, CSS, SQL, Flask (Python), GitHub | February 2024- May 2024
Developed the front-end of a web-based database system for KPC Buddhist Relief, a nonprofit organization dedicated to humanitarian aid. Designed a responsive and user-friendly interface using HTML, JavaScript, and CSS to ensure accessibility across devices
Collaborated with the backend team to integrate Flask APIs and SQL databases, enabling real-time data retrieval for inventory tracking, donation requests, and expenditure records.

EXPERIENCES

University of Maryland English Business Office **College Park, Maryland**
Graduate Financial Assistant September 2024- Present
Created a new system for managing daily action items by transitioning from an outdated process to a streamlined Excel-based workflow, improving efficiency and clarity for the business office team.
Reviewed 100+ business documents, maintained organized physical and digital files, and utilized Excel functions (VLOOKUP, INDEX/MATCH, SUMIF, COUNTIF, Pivot Tables) to validate data, track transactions, and oversee $100,000+ in financial records with conditional formatting to flag discrepancies.

University of Maryland Department of Mathematics **College Park, Maryland**
Teaching Assistant for Elementary Statistics and Probability August 2021-May 2024
Led in-person class sessions for 50+ students, teaching fundamental concepts of elementary statistics and probability, while also conducting virtual office hours to provide hands-on support with RStudio, covering data manipulation (dplyr), visualization (ggplot2), and statistical modeling (lm(), glm()) to enhance students' analytical skills.

Phoenix Ventures Impact Consulting Fellowship **Washington D.C**
Consulting Fellow February 2025- March 2025
Partnered with a nonprofit organization focused on helping incarcerated individuals break into the tech industry. Led project management efforts to develop governance strategies and enhance organizational sustainability through in-depth research, board recruitment optimization, and stakeholder analysis.
Tasked with making key strategic decisions and providing actionable recommendations on nonprofit growth. Delivered data-driven consulting insights, synthesized findings into executive-level reports, and collaborated with cross-functional teams to drive impact and long-term development.

University of Maryland Division of Information Technology **College Park, Maryland**
IT Support Technician January 2023-June 2024
Provided frontline and remote technical support to faculty, staff, and students, troubleshooting hardware and software issues on

Windows and Mac systems, managing an average of 100 tickets per shift using ServiceNow and IT support tools to streamline processes, improve efficiency, and ensure timely resolution and documentation of incidents.

Montgomery County Public Schools **Montgomery County, Maryland**

Substitute Teacher/ Elementary School Tutor January 2025- Present

Instructed and supervised elementary students (K–5) across core subjects including reading, math, science, and phonics; adapted quickly to varying classroom needs, ensuring continuity of learning in both short- and long-term assignments.

Provided individualized and small-group tutoring to reinforce academic skills, supported classroom management, and maintained a structured, engaging learning environment aligned with school policies.

EXTRACURRICULAR ACTIVITIES

McKinsey & Company Forward Program

Participant | *April 2025- July 2025*

Leadership development program focused on strategic problem solving, communication, and team collaboration. Gained experience in business strategy, analytical thinking, and delivering impactful solutions through workshops and mentoring.

Smith Masters Information Systems Student Association

Vice President of Public Relations and Communications | *January 2025 – Present*

Design promotional materials and event graphics using Canva to support club initiatives and increase student engagement.

Created and launched a mentorship program by fine-tuning an AI model that matched students with mentors based on profile data, ensuring fairness and relevance.

Implemented a scheduling system that used mentor availability to generate personalized forms, streamlining one-on-one meeting logistics and improving engagement.