# 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

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## TECHNICAL SKILLS

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

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## PROJECT EXPERIENCE

**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 2025
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.

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## WORK EXPERIENCE

**Phoenix Ventures Impact Consulting Fellowship**                                                         **Washington D.C**
**Consulting Fellow**                                                                                        Spring 2025-Present
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 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 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.

**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.