

THIEU KHANH LINH


Target Role: Business Intelligence / Reporting Analyst / Data Analyst

Email: linhkhanh.tkl@gmail.com | Tel: 0969 468 705 | LinkedIn: [Khánh Linh Thiều](#)

KEY QUALIFICATIONS

- Over 4 years of experience supporting reporting analysis, working with data, and contributing to dashboard development.
- Practical business insight through working with large-scale sales operations and cross-functional teams.
- Comfortable collaborating in agile environments to clarify needs and improve solutions over time.
- Domain knowledge in payment services, financial services, and retail operations.

EMPLOYMENT HISTORY

 **BI Executive** – Smollan | BI Team

Nov 2024 - Jan 2025

Key responsibilities:

- Collected business requirements and translated them into technical reporting solutions.
- Built Power BI dashboards to support retail quality control and field marketing performance across general and modern trade channels. Provided analytical support to key clients like Mondelez and Sanofi.

Key skills: Data modeling & Visualization by Power BI, Power Query, Power Automate, Advanced Excel, Logical thinking


 **Reporting Specialist** – SmartPay | Business Development

Aug 2022 - July 2024

Key responsibilities:

- Sales operations reporting (60%): Delivered daily/monthly sales reports; calculated KPIs, bonuses, and contest results of the internal sales team.
- Dashboard (30%): Created new dashboards and maintained existing ones to monitor merchant & POS acquisition, transacting merchants, farming activities, and sales staff attrition.
- Ad-hoc analysis (10%): Conducted analysis for weekly meetings, BOM, and sales conferences.

Key skills: Advanced SQL, Excel, VBA, Data visualization, Logical thinking

 **Reporting Specialist** – FE Credit | Business Intelligence Competency Center

Jan 2022 - July 2022

Key responsibilities:

- Reconciliation (50%): Managed monthly incentives, commissions, service fees, and promotion reports for vendors and business units.
- Bonus Calculation (25%): Calculated collection bonuses for the B0 debt group.
- Conducted ad-hoc analysis for business units.
- Maintained Oracle SQL scripts for updated logic as required.
- Implemented UAT for automated reporting processes using Pentaho system.

Key skills: SQL Oracle, Excel, Pentaho, Data manipulation



Data Engineer Trainee – FPT Software

2021

Completed the 3-month training program of the data engineer foundation ([Github1](#)/[Github2](#))

- Gained foundational knowledge in Data Warehouse, ETL process, and Dashboard Development.
- Enhanced technical and teamwork skills by utilizing tools and programming languages, including SSIS, Microsoft SQL Server, Snowflake, Power BI, Python, and GitHub.
- Collaborated with a teammate to design data pipelines for the gaming/ public transportation domains, successfully presenting and deploying solutions to trainers.

Key skills: ETL (SSIS), Microsoft SQL Server, Snowflake, Power BI, Python

Additional Experience

Sales Admin

2019 – 2020

- Worked in sales operations and customer service, analyzing sales trends, demographics, and pricing strategies to improve marketing and sales performance.

Social Media Specialist

2017 – 2019

- Managed social media campaigns for brands such as Cocoxim, AEON, and Watsons Vietnam. Produced weekly and monthly social listening reports.

EDUCATION

Bachelor of Business Administration | National Economics University, Hanoi (NEU) | 2012-2016

Relevant modules: Business Administration, Commerce, Business Statistics, Probability & Statistics,...

SKILLS & CERTIFICATIONS

Certificates:

- Google Data Analytics Certificate | Issued May 2021 | Coursera
- Data Analysis Using Python | Issued October 2021 | Coursera
- Microsoft Certified: Power BI Data Analyst Associate | Issued Dec 2021 | Microsoft

Technical Skills:

- Data handling & query languages: SQL (Oracle, SQL Server, PostgreSQL), DAX
- Data tools & visualization: Power BI, Excel Dashboards, Power Automate, Pentaho
- Scripting & automation: Python (Pandas, NumPy), VBA
- Others: GitHub, SSIS, Snowflake

Soft Skills:

- Supportive team player with clear, calm communication
- Thoughtful and careful in data handling
- Responsible with time and delivery
- Open to feedback and flexible to change