NGUYEN THI THU THUY
Data Analyst

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SUMMARY

As a Data Analyst with 3 years of experience turning complex data into clear insights that help businesses grow. I enjoy building dashboards, optimizing reports, and finding ways to make data easier for teams to use in their daily decisions. I'm passionate about using data not just to report the past, but to guide smarter choices for the future.

WORK EXPERIENCE

Data Analyst - CELLPHONE S (Retail Chain)   **Nov 2024 - Present**

- **Built and maintained 20+ Power BI dashboards** for operations, customer service, human resources, and support teams, **used daily by 50+ internal stakeholders**.
- **Extracted, cleaned, and processed datasets of up to 10M+ rows** from internal systems using BigQuery, significantly reducing manual work for end users.
- **Optimized data models, DAX calculations, and dashboard visuals,** increasing reporting accuracy and reducing dashboard load time.
- Conducted deep-dive analysis of SLA performance, conversion rates, and operational KPIs, **identifying key process improvements that boosted efficiency.**
- Streamlined the monthly salary and bonus **calculation process by processing sales data using SQL**, **reducing calculation time and minimizing errors.**

Data Analyst - TTK SERVICES JSC (E-commerce Services)   **Sep 2022 - Aug 2024**

- **Produced weekly and monthly performance reports** for Amazon operations, identifying sales trends and reducing revenue leakage by 10%.
- **Managed payout processes worth $100K+ annually**, reconciling transactions with 100% accuracy.
- **Automated** reporting and developed workflows using Excel, Power BI, and internal tools, improving data storage, retrieval, and recycling processes in a fast-paced startup environment.
- Partnered with cross-functional teams **to communicate actionable insights**, leading to two strategic changes in product pricing and promotions.
- **Detected and resolved** a workflow error that was causing profit loss, preventing further financial impact and safeguarding company revenue.

PROJECT

CoCa - CoLa Dashboard (Freelancer)
- Optimize visual reporting for mobile, ensuring accurate metrics on the Mobile version.
- Optimize formulas with large amounts of data to ensure accurate metrics and filtering options.
- Ensure accurate reward formula representation across all regions through data visualization.

SKILLS

Data Analysis & Processing: SQL, Advanced Excel (Functions, PivotTable,..)
Data Visualization: Power BI (Data model, DAX, Visuals)
Programming: Python (pandas, matplotlib)
Soft Skills: Communication, Problem Solving, Operational Improvement and Process Optimization

EDUCATION

Major in Business Statistics
University of Economics HCMC (UEH)
- GPA: 3.1/4

CERTIFICATION

Full Certified SQL 2024 (in HackerRank)
Full Course Data Analyst 2024 (in MindX)
TOEIC Certification 2021 (with score 710)