TRIỀU MINH DŨNG

Open to work on: **Data Analysis Specialist**

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ABOUT ME

I am a Data Specialist working on a **Ticketing system** with more than 190 B2B clients. Within 2 years of professional developement, I have gained a **customer-oriented** and **adaptable** mindset
My long-term goal is to become a data analytics expert, giving valuable **data-driven insights** to support businesses better

SKILLS

- **Reporting & BI**: ETL, SSRS, Power BI, Business Logic, Data Translation
- **Data Analysis:** EDA, Predictive Analysis
- **Database:** Data Modeling, Data Warehousing, Query Optimization (learning)
- **Data Integration**: Real-time data extraction, API, Webhook
- **Programming:** SQL, Python
- **Soft Skills**: Analytical Thinking, Problem-Solving, Training & Knowledge Sharing
- **Languages**: English (fluent, use daily)

WORK EXPERIENCES

ELCA Vietnam (SecuTix)   Oct. 2023 – Present

Data Specialist | **Team: Professional Services**

In my daily tasks, I collect and analyze **business requirements**, translate them into **technical specifications**, and propose tailored data solutions accordingly

1. Reporting & BI – 30% team backlog
- Build SSRS reports in the ticketing domain: **Sales, Accounting, Ticket quota**
- Understand the mechanism of **ELT process** and data transformation
- Quickly resolve incidents and performance issues
- Collaborate effectively with international Product and Onboarding team

Key skills: Specs analysis, Data translation, Reporting, Business Logic, SQL, ETL | **Tools:** Oracle, SSRS

2. Data integration with third-party – 50% team backlog
- Build webhooks and set up APIs to integrate data with customers' third-party platforms
- Participate in integration projects of big customers: Mustramit, Automobile Club de l'Ouest

Key skills: Specs analysis, Real-time data extraction, SQL, Webhook, API | **Tools:** Oracle, Elasticsearch

3. Training and Support
- Conduct **onboarding sessions** for newcomers
- Provide **cross-team support** on ad-hoc data services

Key skills: Traning, Support | **Tools:** PowerPoint, Learning Management System (internal)

PROJECTS

Airbnb Housings Analytics   Sept. 2022 – Dec. 2022

University of Science | Team size: 4 | Role: Data Analyst, Team Leader

Git repo: dungtrieu-git/Public-HCMUS-Airbnb-Housings-Analytics
Analyze Airbnb housings data to identify key factors influencing rental prices and provide **data-driven insights** for travelers

- Clean datasets, handling missing values and possible outliers
- Conduct **exploratory data analysis** (EDA) to uncover pricing trends and feature correlations
- Build predictive models to **estimate rental prices** using regression and clustering
- Visualize data, highlight **affordable areas** and **key pricing factors**

Key skills: Data Cleaning, EDA, Statistics, Data Visualization, Predictive Analytics
Tools & Libraries: Jupyter Notebook, Python, NumPy, Pandas, Scikit-learn

Covid-19 Business Intelligence Analytics   Sept. 2022 – Dec. 2022

University of Science | Team size: 3 | Role: BI Analyst, Team Leader

Git repo: dungtrieu-git/Public-HCMUS-Covid19-BI-Analytics
Analyze Covid-19 trends across different regions and age groups in Ontario (Canada)
- Build an **ETL pipeline** to integrate multiple data sources
- Create OLAP for **multidimensional analysis**, and Power BI dashboard for **interactive reports**
- Apply **data mining** techniques to uncover patterns in infection rates and vaccination effectiveness

Key skills: ETL, Data Transformation, Data Modeling, Data Warehousing, OLAP, Data Visualization
Tools & Libraries: SSIS, Python, SQL Server, SSAS, Power BI

EDUCATION

UNIVERSITY OF SCIENCE, VNU-HCM   Sept. 2019 – Nov. 2023

Bachelor of Information Technology, Major in Information Systems
- GPA: 3.67/4
- Awarded *Outstanding Team Research* on graduation project
- Awarded merit scholarships for 6 semesters

LE HONG PHONG HIGH SCHOOL FOR THE GIFTED   Sept. 2016 – May 2019
- Focused on Mathematics, English, Literature