# Lam Nguyen

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## Professional Summary

Detail-oriented and analytical Business Information Systems graduate with a strong foundation in data analysis, SQL, and Python. Experienced in leveraging data insights to optimize inventory, streamline operations, and drive business growth. Adept at problem-solving, data visualization, and statistical analysis, seeking a Data Analyst role to apply analytical skills in decision-making and business intelligence.

## Skills

- Data analysis & visualization

- SQL & Python (data querying, manipulation, automation)

- Microsoft Excel (Pivot Tables, VLOOKUP, Macros)

- Tableau & Power BI

- Statistical analysis

- Problem-solving & critical thinking

- Business intelligence & reporting

- Inventory management & optimization

- Digital marketing & market research

- Social media management

## Work Experience

### Manager Assistant – Liquorland

Australia | December 2023 – November 2024

- Analyzed sales data to optimize inventory levels and reduce stock discrepancies by 20%.

- Designed data-driven planograms to enhance product visibility and maximize sales.

- Provided customer insights and sales reports, leading to a 15% increase in revenue through targeted promotions.

- Developed an inventory tracking system to improve stock accuracy and reduce waste.

### Manager Assistant – Coles

Australia | April 2021 – December 2023

- Used data analytics to track sales trends, leading to improved stock replenishment efficiency.

- Developed dashboards for inventory management, reducing excess stock by 10%.

- Analyzed customer purchasing patterns to support promotional planning and increase weekly sales by 10%.

- Automated reporting processes to enhance decision-making and operational efficiency.

### Shift Manager – McDonald's

Australia | October 2017 – November 2021

- Monitored and analyzed operational data to improve team efficiency and reduce service time.

- Created performance reports to track employee productivity and customer satisfaction, achieving positive ratings of over 90%.

- Implemented training programs based on data insights, leading to a 25% improvement in employee performance and retention.

## Education

### Bachelor of Business Information Systems – Victoria University

Australia | April 2023

- Relevant coursework: Data Analytics, Business Intelligence, Database Management, Statistical Methods.

## Extracurricular Activities

### Leadership Program – University Technology of Sydney

- Developed leadership and communication skills through mentorship and team collaboration.

- Engaged in decision-making projects and problem-solving exercises to enhance strategic thinking.

### Student Ambassador Program – University Technology of Sydney

- Assisted new students with orientation and university transition, fostering a welcoming environment.

- Managed business social media accounts, creating engaging content to improve university outreach.

- Conducted digital marketing and market research to enhance university branding and engagement.

## Certifications & Training

- IELTS 7.0