

DAVIN TRAN

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EDUCATION & CERTIFICATIONS

Bachelor of Science, Business Administration | University, Louisville, KY

August 2019-May 2024

Computer Information Systems

Track in Data Analytics

GPA: 3.2

Microsoft Office Specialist, Excel Associate, Office 2019 | Certiport

April 2023

PROJECTS

Web Development Project: Kids Center for Pediatric Therapies

August 2023 - December 2023

- Coordinated with a team to make improvements to the Kids Center for Pediatric Therapies website, ensuring heightened accessibility and enhanced functionality for children and their families.
- Collaborated on refining Content Management System (CMS) and Patient Management System (PMS) functionalities, prioritizing an optimal user experience.
- Implemented strategic changes to the PMS, resulting in a streamlined appointment scheduling process and a significant reduction in administrative workload.

CORE COMPETENCIES

PROFESSIONAL SKILLS

Data Analysis | Data Visualization | Data Migrations | Data Collection & Reporting | Problem-Solving | Database Management | Data Mining | Macros | Pivot Tables

TECHNICAL SKILLS

SQL | Python | Tableau | Excel | Power BI | HTML | CSS

LANGUAGES

English (Fluent) | Vietnamese (Intermediate)

WORK EXPERIENCE

Olive Garden, Louisville, KY

2022-2024

Server

- Demonstrated strong communication skills by effectively addressing guest inquiries, concerns, and special requests to ensure a positive dining experience.
- Provided exceptional customer service by understanding the menu thoroughly and offering accurate and timely recommendations to guests.
- Managed a high-volume workload efficiently, ensuring all orders were taken promptly and accurately to enhance the dining experience.

Keller Williams Louisville East, Louisville, KY

2018-2021

Realtor

- Assisted clients in buying and selling properties, providing information on market trends and property values.
- Built and maintained relationships with clients to foster repeat business and referrals.
- Recognized as one of the top 3 teams of Keller Williams East, selling higher volume with only 3 agents.

Heidelberg Wood Flooring, Tell City, IN

2016-2017

Office Manager (Intern)

- Maintained knowledge of products and services to provide accurate and up-to-date information and recommendations to customers.
- Updated website frequently by creating new tabs, editing galleries, and creating hyperlinks to new products using HTML.