

# Davin Tran

## Data Analyst

[trandavin10@gmail.com](mailto:trandavin10@gmail.com) | 502-407-2632 | Fort Thomas, KY  
<https://www.linkedin.com/in/davintran> | <https://davintran.github.io>

## EDUCATION & CERTIFICATIONS

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

August 2020-May 2024

Computer Information Systems – Data Analytics

**Microsoft Office Specialist, Excel Associate, Office 2019 | Certiport**

April 2023

## PROJECTS

### Explainable AI and Data Analytics Report

April 2024

- Conducted an independent study project at the University of Louisville producing a comprehensive Explainable AI and Data Analytics Report utilizing advanced analytics techniques to generate actionable insights and recommendations. Presented findings to stakeholders, contributing to informed decision-making processes.

### Amazon Prime Video Power BI Dashboard

March 2024

- Developed a comprehensive Power BI Dashboard by leveraging a Kaggle dataset featuring Prime Video TV shows and Movies. This project was undertaken as part of an independent study initiative under the guidance of the Chairman of the College of Business, Information Systems, Analytics & Operations Department.

### Web Development Project: Kids Center for Pediatric Therapies

December 2023

- Led team efforts to enhance the Kids Center for Pediatric Therapies website, focusing on improved accessibility and functionality for children and families. Collaborated on refining both Content Management System (CMS) and Patient Management System (PMS) features, prioritizing an optimal user experience.

## 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

### Encore Technologies, Norwood, OH

May 2024 - Present

*IT Service Desk Analyst – Fifth Third Bank*

- Demonstrated strong communication skills by effectively addressing employee inquiries, concerns, and special requests to ensure a positive support desk experience.
- Responded to client technical issues using chats, emails, and phone calls, increasing satisfaction rates by a wide margin in just 12 weeks and resolved over 800 tickets with a success rate of over 90%.
- Created comprehensive PowerPoint presentation, demonstrating how to use ServiceNow Ticketing Tool and understanding incident management for new analysts.

### Keller Williams Louisville East, Louisville, KY

March 2018 - June 2021

*Realtor*

- Assisted clients in buying and selling properties, providing information on market trends and property values using.
- 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

March 2016 - August 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.