Chi Dang

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**Education**

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| Drake University  Bachelor of Science in Computer Science and Data Analytics, Minors in Business Studies and Artificial Intelligence   * **GPA** 3.3/4.00 * Relevant Coursework: Database Management, Probability for Analytics, Cloud and Database Systems, Regression and Time Series, Algorithm Analysis, Computer Organization and Assembly, Machine Learning, Programming Languages, Data Mining and Generalized Linear Modeling. | Des Moines, IA  Aug 2020 – Dec 2023 |

**Skills**

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| * **Language & Software:** Python, R, MySQL, Power BI, Tableau, SAS, HTML5, CSS, and JavaScript * **Libraries:** Pandas, PyTorch, NumPy, Seaborn, Matplotlib, Scikit-learn, TensorFlow, and React**.** * **Techniques:** Github, NLP, Regressions, Classification, Neural Networks, Statistical Analysis, Time Series Analysis, Deep Learning, Machine Learning, Supervised and Unsupervised learning**.** * **Certification:** IBM Data Science and Meta Front-End Developer Professional Certificate. |

**Work Experience**

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| EMC Insurance Companies  *Intern – Strategic Analyst*   * Achieved a 10% increase in data accuracy and reporting efficiency by crafting an SQL query on the Denodo platform for the Work Comp Michigan Cancelled Policies List project, capturing both canceled and reinstated policies, in line with Michigan government regulations for quarterly execution. * Leveraged SQL queries using the Denodo platform and used Microsoft Excel with the strategic analytics team to create a precise Underwriting Audit File resulted by the high accuracy and efficiency of daily reports for a $1B+ insurance company. | Des Moines, IA  May 2023 – Aug 2023 |
| Drake University  *Support Center Imaging Student Tech*   * Configured over 500 PCs and Macs annually for deployment to faculty, staff, and labs by installing standard images, software, and peripherals. * Reduced time to deploy new systems by 20% through developing efficient imaging processes and troubleshooting procedures. | Des Moines, IA  Jun 2022 – Sep 2023 |
| Drake University  *Support Center Student Tech*   * Delivered Tier 1 technical support for over 1,000 students, faculty, and staff by rapidly resolving over 500 IT issues annually through expertise in troubleshooting, diagnostics, and repair. * Assisted customers with questions/concerns in a timely, professional manner, resulting in a 50% decrease in average response times and an improvement of 10% in customer satisfaction scores. | Des Moines, IA  Mar 2021 – Sep 2023 |

**Academic/ Personal projects**

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| Leveraging Census Data for Enhanced Skincare Recommendations   * Utilized R to clean 30K+ rows of Adult Income dataset, conducted visualization and analysis on high-income demographics, and built decision trees and random forest models with 83% accuracy to predict income status over $50K for targeted skincare product recommendations. * Executed SAS applications to implement generalized linear models (GLMs) using Wald and Likelihood techniques for constructing confident intervals, resulting in the development of more accurate and reliable predictive models. | Des Moines, IA  Nov 2023 – Dec 2023 |
| **Analysis COVID-19 Data from Three Different Countries**   * Accessed COVID-19 dataset using Our World in Data and calculated the percentage of total fatalities in three countries from 2020 to 2022 with RStudio. * Developed informative bar plots to visualize data comparisons, including total death counts and the respective percentages across the three nations, facilitating an assessment of the countries with the highest fatality rates. | Des Moines, IA  Oct 2020 – Dec 2020 |

**leadership & community engagement**

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| **Drake Association of Technology Advancement Club**  *Secretary*   * Responsible for maintaining communication and distribution lists for a 50+ member club, ensuring each member is aware of upcoming events, meetings, and activities. * Maintained comprehensive knowledge of club activities and operations through detailed documentation of events, meetings, member participation, and organizational decisions to inform future planning. | Des Moines, IA  Sep 2021 – Dec 2022 |
| Drake University  *Peer Research and Access Services Student Assistant*   * Provided comprehensive research assistance to over 100 students and faculty annually through chat and phone, ensuring less than 5 pending inquiries at any time. * Enhanced patron satisfaction by 10% through proactive issue resolution at the circulation desk, fostering positive customer relationships. | Des Moines, IA  Jun 2023 – Dec 2023 |