
Huong Pham

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Education

Hanoi University of Pharmacy

Good, Industrial Pharmacy

Hanoi

2014 – 2019

Experience

Smedicare Company

Hanoi, Vietnam

Data Analyst

January 2025– Present

- **Data Model Standardization:** Standardized and optimized hospital data models, increasing data accuracy by 15% and reducing processing errors by 20%
- **Data Integration & Reporting:** Collected, cleaned, and standardized data from Facebook Business Manager, Pancake, Google Sheets, and the HIS/EHC database; developed Daily Tracking Reports by Google Sheets and Looker Studio that improved operational visibility and responsiveness by 25%.
- **Financial Analysis:** Conducted in-depth financial analysis of incentive and commission schemes for doctors, sales teams, and partners to evaluate profitability impact, ensure cost-effectiveness, and support sustainable revenue growth.

VNVC Company

Hanoi, Vietnam

Purchaser

April 2023– March 2025

- **Reporting & Data Management:** Tracked complaints, investigations, and resolutions in Google Sheets, built dashboards to monitor defect resolution, reducing error rates by 10% YoY, and automated reporting with xlwings, cutting reporting time by 50%.
- **Investigation and Analysis:** Coordinate with internal departments (e.g., purchasing, logistics, quality assurance) to gather additional information and support the resolution process.
- **Complaint Management:** Accurately document all complaints, coordinate with internal departments for investigation, and propose timely solutions while negotiating with suppliers. Ensure follow-up to guarantee satisfactory resolution
- **Product Database Management:** Managed product database developed and maintained structured product catalog to ensure data accuracy, consistency, and efficient information retrieval

Hapharco Retail Company – BRG Group

Hanoi, Vietnam

Purchaser

April 2023– March 2025

- **Supplier Management:** Improved vendor communication by 30% and achieved 100% of rebate targets, boosting annual revenue by 10%.
- **Product Management:** Enhanced efficiency by 20% through developing a category structure and product information for 2,000 SKUs.
- **Sales Forecasting:** Analyzed sales data and used forecasting tools with 95% accuracy, applied Excel What-If analysis to optimize order placement, leading to a 5% sales increase
- **Data-Driven Marketing Support:** Provided insights that directly contributed to a 10% increase in profit, supported the marketing department in creating promotions and campaigns that boosted customer engagement by 18% in June 2022

Skills & Interests

- **Technical:** SQL (PostgreSQL, MySQL, Azure) – Proficient | Power BI, Looker Studio – Advanced | Python – Intermediate | Excel, Google Sheets – Advanced
- **Language:** English (Upper Intermediate)