

## Kim Nguyen

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### PROFESSIONAL EXPERIENCE

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#### **Program Analyst**, BCD Travel, *Remote Bellevue, WA*

2023 – Present

- Analyzed, formatted data using Python's Pandas and NumPy and produced interactive dashboards for S&P 500 corporate travel accounts, delivering insights in real-time that resulted in an average 5-10% reduction in business expenditures, and a 10-15% increase in savings for clients YoY.
- Developed monthly reporting using SQL, allowing clients and business stakeholders to optimize decision-making with increased visibility of traveler activity and account performance.
- Collaborated with cross-functional teams to gather requirements and optimize reporting functionality, increasing customer experience metrics percentages.

#### **Business Analyst** Vital Records Control, *Memphis, TN*

2022 –2023

- Reduced business expenditures using SQL, Excel, Vital4Web, and DBeaver to analyze data, delivering insights surrounding delivery and operations logistics, resulting in a 15% reduction in fuel and labor costs.
- Improved project outcomes using Jira to monitor progress and proactively allocate engineering resources, alerting stakeholders to mitigate risks to project milestones and objectives.
- Improved customer experience using Excel and Vital4Web Software to analyze feedback and business metrics to deliver actionable insights to business stakeholders.

#### **Data Analyst, Intern**, Publyon, *Remote Memphis, TN*

2021

- Produced a white paper in collaboration with two team members, using research and data visualization of foreign and domestic financial insights about China's \$10M food-waste management industry.

### PROJECTS

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#### **Sales Insight Analysis with Python, Pandas & Matplotlib**

- Deep dived into a real data set consisting of 12 months of sales using Python and Pandas for data analysis/cleaning, Matplotlib for visualization. I explored key business questions such as identifying the best month for sales, the city with the highest product sales, and optimal times for advertising.

#### **Google Store App Analysis with PySpark & Databricks**

- Analyzed a set of 10,847 Google Store applications on Databricks using PySpark. In the virtual environment provided by Databricks, I loaded and cleaned the data before doing analysis using SQL to get metrics such as Top 10 installed apps, best-rated paid apps, and best-rated free apps.

#### **ETL Sales Data with Python & SQL**

- A complete ETL process in Python and SQL, using PostgreSQL as the data warehouse. Activities include extracting data from CSV sales data files, transforming the data in Python using Pandas before loading it into Neon's Cloud PostgreSQL database. SQL queries are then used to make sure no data is lost during the loading step.

### TECHNICAL PROFICIENCIES & INTERESTS

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**Certificates:** Harvard CS50P, dbt Labs dbt Fundamentals, Great Learning Advanced SQL

**Programming Languages:** Python, C, C++, SQL, HTML, CSS

**Technologies:** GCP, Jira, Git, PostgreSQL, Jupyter Notebook, Spark, Databricks, Snowflake, dbt

**Data Analysis & Visualization:** Power BI, Tableau, Excel, NumPy, Pandas, Matplotlib

**Interests:** Hiking, Kickboxing, Strategic Boardgames, Table Tennis, Sci-Fi, Stock Research

### EDUCATION

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#### **B.A. in Economics**, Rhodes College, Memphis, TN

- Coursework: Calculus, Python Programming, Power BI, Statistical Analysis, Game Theory, Econometrics.

#### **Non-seeking degree in Computer Science**, Lake Washington Institute of Technology, Redmond, WA

- Coursework: Data Structures & Algorithms, C++ Programming.