Data Analyst

# HIEN DUC DANG

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## Skills

- Advanced SQL (SQL Server, MySQL, PostgreSQL)
- Advanced PowerBI, Tableau
- Excel (VLookup, Conditional Formatting, Pivot Tables)
- Statistics using SPSS
- Data cleansing using Excel, Python

## Work Experience

### DATA ANALYST– GIAO HANG TIET KIEM
### PERFORMANCE MANAGEMENT                                              AUG 2021 - JUNE 2022

- Optimized 50% time for monthly manual task which is tracking and altering employees' performance under tight deadlines and high correction with SQLyog, Impala, GitHub.
- Collaborated with data, operation and product teams to make operation ad-hoc and automatic reports.
- Worked closely with Data Engineer to create data pipeline, verify logic for streaming job and datamarts.
- Used SQL to collect, clean, handle complex data transformation, analyzing and Airflow to schedule data jobs for automatic reports.
- Increased the ratio of packages delivered on time by 65% as well as reduced the ratio of broken packages labeled as fragile / high_value / big size by 52%
- Contributed to the process of controlling the weight correction of orders for more than 500 post offices
- Built a process of bag inspection for more than 1200 warehouses, reducing the rate of lost orders by 40%
- Reduced the delay rate of orders by 45% due to subjective errors of shipper by analyzing call log and delivery lead time
- Won 'Employee of Effort' award for working on the project of launching and developing an important feature of internal applications that allowed key leaders to keep track of real-time data records of workflow in all branches under management

### DATA ANALYST– INFORE TECHNOLOGY                                     APR 2020 - AUG 2021

- Used competently company's social listening tool and services to assist partners in market researching and finding potential customers and provided business intelligence solutions through dashboards and reports in order to optimize partners' marketing cost
- Collected data from social platforms through crawling tools
- 50% ultilized in fees for data-driven marketing for business partner
- Supported Ministry of Public Health with collecting, storing, and analyzing data on the number of COVID-19 cases ; tracing COVID cases through social networking platforms and assessing disease risk in localities

## Projects

### MADDY DANG PORTFOLIO – Personal Project

- Build a Database and Analyze, Retrieve Data with SQL
- Created a dashboard with Tableau to visualize financial complaints of a banking application
- Python Customer Segmentation & Clustering
- Ecommerce Sales Analysis

## Education

### BACHELOR OF INTERNATIONAL ECONOMICS – Foreign Trade University HN          August 2018 – November 2022

*Dissertation using SPSS topic 'Analyzing the impact of big data on supply chain management at logistics firms' : 9.2*