







# MANDY HP NGUYEN | Data Scientist

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 St. Louis, MO, U.S.A.

## EXPERIENCE

### Webster University

St. Louis, MO, U.S.A.

Data Analyst

May 2022 – present

- Pioneer Power BI projects to transform student admission and enrollment weekly static reports into real-time interactive dashboards to reduce by 80% of data exploration time; Coordinate with database managers to process data entry.
- Use SQL and JavaScript to query from 2 database systems (Slate Technolutions and Jezabar CX databases); Wrangle with 3 million+ records to remodel datamarts using DAX and M Power Query languages and visualize 13 interactive dashboards in Power BI.
- Create an online application and build a web landing page to distribute dashboards and reports with comprehensive analysis, data dictionaries, and detailed usage instructions.

Adjunct Faculty, Math & Computer Science Dept.

July 2023 – present

- Teach graduate programs in various courses in the Data Analytics field ranging from Database, Visualization, to Python and R Programming.
- Develop course syllabus, materials, schedule, evaluation procedures, and effective communication on Canvas WorldClassRoom.
- Deliver engaging in-class lectures, assignments, and hands-on exercises customized to students' needs to ensure proficiency in analytics applications.
- Perform assessments focused on long and short-term student needs to develop individualized education programs.
- Observe, evaluate student performance and development, and perform assessments in accordance with school policy.
- Provide mentorship and support to students, facilitating a dynamic learning environment that promotes both theoretical understanding and practical application.

### CoinHako - Top Cryptocurrency Wallet in Singapore

Ho Chi Minh, Vietnam

User Operations

February 2018 – March 2020

- Planned strategy, conducted, and built reports of a micro-promotion competition that attracted sign-up users across 63 provinces.
- Cross-functionally collaborated with Engineering and Product teams to resolve users' technical problems on the digital platform.
- Tested UX/UI and created written materials for the wallet mobile and website platforms to support the production team.
- Researched historical data, synthesized information, and designed a learning billboard for a cryptocurrency token.

## DATA SCIENCE TOOLBOX & OTHER SKILLS

- **Programming Languages:** Python, SQL, R, DAX, M Power Query, Git, Markdown, Command-Line, HTML, CSS, JavaScript, LaTeX
- **Machine Learning:** Regressions, k-NN, Random Forest, Apriori, Boosting & Bagging, Neural Networks, SVM, Time-Series, Forecast
- **Database & CRM Systems:** Slate Technolutions, Jenzabar, Azure, SAP, ETL, Apex Oracle, AWS, Google Cloud, MS Access, Zendesk
- **Reporting & Analytics Applications:** Power BI, Tableau, Intrinsic Informer, InfoMaker, Google Analytics, SAP Design Studio, MS Excel Solver, Pivot Table, RStudio, PyCharm, Jupiter Notebook
- **Spoken Languages:** English (fluent), Vietnamese (native)

## DATA SCIENCE PROJECTS

- **Fall Enrollment Analysis Report and Interactive Power BI Dashboard:** Collected and Cleaned National Center for Education Statistics; Compared a Data Analysis Report and designed an interactive shareable dashboard within an organization for Exploratory Analysis.
- **MS Data Analytics Practicum Project:** Explored 3 datasets in Financial and Marketing industries specified in bankruptcy, home equity credit loan, and customer purchases by using multiple explanatory analysis methods; Performed data wrangling and transformation; Built 3 sound Machine Learning models including Regression, k-Nearest Neighbor, and Neural Networks for Finance and Marketing database classification and prediction that achieved over 90% of accuracy with comprehensive graphical visualization reports.

## EDUCATION

### Webster University

St. Louis, MO, USA

Master of Science in Data Analytics

- **Coursework:** Data Analytics, Data Mining, Data Visualization, Predictive Analytics, Time Series Analytics, R Programming, Python Programming, Social and Ethical Issues in Analytics, Finance, Statistics, Databases and Data Warehouses, Analytics Practicum

### Foreign Trade University

Ho Chi Minh, Vietnam

Bachelor of Arts in International Business

**Coursework:** Business, Marketing, Finance, Logistics & Freight Forwarding, Supply Chain Management, Risk Management & Insurance