

# DONGUI(TONI) KIM

## Data Analyst | Gaming Specialist

615-840-3654 | [tonikim33@gmail.com](mailto:tonikim33@gmail.com) | [github.com/toni-nss](https://github.com/toni-nss) | [linkedin.com/in/tonikim33](https://linkedin.com/in/tonikim33) | Permanent Resident

By analyzing data, we can view past facts in order to influence and improve business decisions. Through Nashville Software School, I have expanded my skills in Data Analytics, including Tableau, SQL (PostgreSQL, JOINS), Python (pandas, matplotlib), PowerBI, and Excel (Power Pivot, Pivot Tables, VLOOKUP). Also, I am fluent in English and Korean.

## PROFESSIONAL EXPERIENCE

### Nashville Software School | Data Analytics Apprentice | May 2021 – Present

The Data Analytics Program is an intensive, full-time program designed for careers in analytics and business intelligence through hands-on training in Python, SQL, Tableau, and Power BI with a focus on data storytelling and visualization

#### Projects:

- Nashville Building Permit (Tableau): Build the dashboard of building permit data issued from 2018-2021 in Nashville to explore and summarize fast-changing Nashville construction scene ([link](#))
- City Cemetery Project (PowerPivot): Utilizing data cleaning skills, analyzed the Nashville city cemetery burial data and offered marketing material with new insights in age dynamic of burial in the cemetery ([link](#))
- AppTrader Investment Suggestion (PostgreSQL): Analyzed the app market data to make investment recommendations on most profitable app purchase and offered insight on app market based on popularity on a genre ([link](#))

### Target | Electronics Sales Specialist | June 2020 – April 2021

- Provided assistance with electronics purchases for customers, zone the items on the sales floor to promote sales, and update weekly sales information
- Activated mobile devices in the store and assist with technical support

### LINE Games | CSR | June 2019 – December 2019

LINE Games is a LINE Corporation subsidiary that is focused on the mobile gaming business. It is based in Seoul, South Korea

- Playtested five games before launching to address potential issues and created possible inquiries dataset for prompt and efficient communication with gamers
- Responded to customer support requests by analysing customer's gaming history data, comparing customer's gaming logs with system logs, and determining if there was system issue
- Gathered and organized data about customer concerns/issues and delivered it to gaming operation team to improve gaming experiences

### Veggiehill | Sole Proprietor | January 2018 – June 2019

Website that offers delivery service for locally-grown produce and CSA service from family-owned farm

- Organized and maintained a website, including a user-friendly interface for customers
- Established relationships with local farmers in order to build inventory
- Hired drivers to package and deliver produce throughout the Seoul metropolitan area

### LG Electronics | Global Marketing | June 2016 – October 2017

A leading producer of electronics

- Scheduled and organized over 150 B2B showroom visits for buyers and made presentations on new product line-ups for the upcoming year
- Intermediated over 50 different sales team's requests on showroom visits by utilizing the online scheduling tool and increased our showroom satisfaction score on internal surveys from 75 to 85
- Archived showroom product data by categorizing display models and storage models and updating the data on regular base
- Presented at major international conferences, including CES in Las Vegas and IFA in Berlin in 2017

## EDUCATION & CERTIFICATIONS

### Nashville Software School | Data Analytics Jumpstart | Data Analytics Certification | August 2021

### Christ University | BA in Psychology, Sociology, and Economics