NHA DANG ALVARADO

DATA ANALYST

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SUMMARY

Data Analyst with a strong foundation in **AWS Cloud solutions**, **data visualization**, and machine learning. Proven ability to design **ETL pipelines**, optimize **data models**, and deliver actionable insights using **SQL, Python, R, Tableau, and PowerBI**. Passionate about leveraging **data-driven insights** to optimize business performance in a fast-paced environment. Willing to relocate.

TECHNICAL SKILLS

Languages: SQL, Python, R.
Tools: MSSQL, PostgreSQL, Tableau, PowerBI, Excel (Pivot Table, VLOOKUP, HLOOKUP).

Frameworks: Pandas, NumPy, Scikit-Learn.
Platforms: Jupyter Notebook, VSCode, Intellij, AWS Cloud, Predictive Analytics.

PROJECTS

DATA ANALYTICS E2E, Personal Project   Jun 2024 - Present

- Designed and implemented **ETL pipelines** to extract, transform, and load data from multiple sources into a centralized data warehouse, ensuring seamless **data integration.**
- Developed advanced **SQL, Python,** and **R** queries to optimize business processes, resulting in **20% improvement** in operational efficiency.
- Utilized **Tableau** to create interactive dashboards, delivering insights that drove a **15% reduction** in banking churn, **10% growth** in Airbnb bookings, and **25% higher** car utilization.

PROJECT FIREWATCH, San Jose State University   Aug 2023 - May 2024

- Spearhead development of a **wildfire surveillance aircraft** with integrated trajectory prediction software as part of **a 12-member cross-functional team**.
- Enhanced early smoke and fire detection **by 40%** using **TensorFlow** and **PyTorch** frameworks, significantly improving wildfire management.
- Increased emergency response accuracy by **25%** and reduced response time by **15%** through the deployment of an AI model to predict wildfire trajectories.

WORK EXPERIENCE

OPERATIONS ADMIN, FedEx Ground   Oct 2020 - Jun 2023

- Analyzed package delivery data using **Excel** to identify inefficiencies, resulting in a **25%** improvement in operational efficiency.
- Demonstrated strong **communication and problem-solving skills** by engaging with customers daily, resolving issues, and maintaining a **95%** customer satisfaction rate.
- Collaborated with a team of **10 colleagues** during peak seasons, ensuring the timely and accurate delivery of **over 10,000 packages** per week.

EDUCATION

Bachelor of Science in Software Engineering   May 2024
San Jose State University

CERTIFICATIONS & AWARDS

- **Certifications:** AWS Certified Solutions Architect Association, Certified Tester Foundation Level (ASTQB - ISTQB).
- **Awards/Activities:** Runner-up in NASA Incubator Challenge (2024), 2nd Place Best Overall Innovative in Silicon Valley Innovation Challenge (2023).