

# 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).