NHA DANG ALVARADO
DATA ANALYST

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SUMMARY

Data Analyst skilled in **AWS Cloud, ETL pipelines**, and data visualization (**Tableau, PowerBI**). Expert in **SQL and Python** for optimizing data models and driving business insights. Passionate about **data-driven decision-making** in dynamic environments. Open to relocation.

TECHNICAL SKILLS

Languages: SQL, Python, R.
Tools: MSSQL, PostgreSQL, Tableau, PowerBI, Excel, A/B Testing.

Frameworks: Pandas, NumPy, Scikit-Learn.
Platforms: Google Analytics, Google BigQuery, Salesforce, CRM, Snowflake, AWS Cloud.

PROJECTS

DATA ANALYTICS E2E, Personal Project   **Jun 2024 - Present**

- Leveraged **SQL** to perform **data analysis** and **troubleshoot discrepancies** in marketing data pipelines, supporting more accurate performance reporting.
- **Documented reporting processes** and analysis methodologies for KPI dashboards to ensure accuracy and replicability.
- Monitored and refined automated reporting workflows using **Google Sheets and SQL queries**, identifying and resolving **15+ data discrepancies** weekly.
- **Collaborated** with cross-functional teams to troubleshoot data discrepancies in product lifecycle data—**improving accuracy of test KPIs** and sustainability tracking.

MEDICARE CHARGE ANALYSIS, Personal Project   **March 2025 - April 2025**

- Validated and analyzed **regional cost patterns** from **Medicare claims** in BigQuery, ensuring data consistency across 50+ KPIs.
- Assisted in **statistical, financial analysis, and data cleaning** using SQL/BigQuery **across 50+ KPIs**, reducing case evaluation time by 30% and enhancing fraud detection models.
- **Documented key case insights** and reimbursement patterns, contributing to internal SOPs and QA reports.

WORK EXPERIENCE

OPERATIONS ADMIN, FedEx Ground   **Oct 2020 - Jun 2023**

- Used **Excel (pivot tables, formulas)** to maintain clean delivery logs and reduce data inconsistencies by 25%, boosting logistics performance.
- 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:** Google Data Analytics Professional Certificate, 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).