Nicholas Luong

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EDUCATION

University of California, Berkeley - *Master in Information and Data Science* *Jan 2023 - Dec 2024*
Relevant Coursework**:** Research Design and Applications for Data and Analysis, Natural Language Processing with Deep Learning, Fundamentals of Data Engineering, Applied Machine Learning, Statistics for Data Science

Carnegie Mellon University - *Bachelor of Science in Business Analytics and Finance* *Aug 2017 – May 2021*

Extracurricular Work/Certifications: Adobe Analytics Challenge - Semifinalist (Top 20 selected out of 3,000 teams), DataCamp Data Scientist for Python Track Bootcamp, DataCamp SQL Fundamentals Certification

SKILLS AND TOOLS

- Languages: Python (Pandas, NumPy, Matplotlib, Tensorflow, Plotly), SQL (Postgres, PrestoSQL), R
- Tools: BI Tools (Amazon Quicksight, Tableau), Amazon Athena, AWS Lambda, DynamoDB, S3, MS Excel
- Domain: Data Visualization & Storytelling, Machine Learning, Health Informatics, Finance Analytics

WORK EXPERIENCE

Valera Health **New York City, NY**
Data Analyst *Sept 2022 – Present*

- Directed all financial analytics for a Series B telehealth startup, establishing myself as the lead among a team of three and managed the end-to-end process of transforming hundreds of thousands of claims data into dashboard reporting
- Fostered a critical relationship with the CFO, spearheading weekly executive meetings on revenue collection, encompassing project oversight, ad-hoc request handling, and data-driven recommendations sourced from dashboards.
- Engineered and maintained ELT pipelines using Python and SQL, integrating AWS Lambda, S3, and Athena to create and manage 25+ data views, ensuring the company's seamless flow of financial and clinical data into the data lake
- Processed 2 million transaction data rows, creating analytical views and account receivables dashboards on Quicksight for C-Suite. Identified collections opportunities and expected reimbursement, revealing $400k in overlooked revenue
- Spearheaded an in-depth cost-cutting analysis of Quicksight dashboards and designed an automated email report using Amazon SES that highlights unused dashboards and accounts, resulting in a ~20% reduction in analytics cost
- Automated reporting on PTO analysis, contracted rates enhancement, and clinical benchmarks that reduced turnaround time by over 90%, turning workflows that consumed over 2 weeks, into self-service dashboards for stakeholders
- Developed a comprehensive patient lifetime journey dashboard on key engagement metrics, leading to a 13% increase in retention and an 18% improvement in mental health benchmarks upon integration into the team lead’s workflow

JP Morgan & Chase **New York City, NY**
Associate - Wholesale Payments (Corporate & Investment Banking) *Feb 2022 – Apr 2022*

- Maintained a client book covering the financial institutions industry in North America, generating up to $28mm in revenue, with the purpose of providing treasury solutions and working capital needs
- Crafted and presented pricing proformas and conducted sensitivity analyses in Excel to optimize pricing for proposals, delivering them to prospective clients and existing relationships

PROJECTS

US Olympic Training Facility Churn Analysis *Nov 2023*

- Collaborated with a training facility on a machine learning project, employing TensorFlow for time series analysis of user activity. Under an NDA, utilized deep neural networks to derive churn predictions for an athlete-focused app.
- Implemented LSTM and linear models to forecast active user counts, resulting in insights into user engagement dynamics driven by various services offered by the facility’s new app
- Employed feature engineering to overcome data limitations such as normalization through rolling averages, seasonal decomposition, and the addition of insights from YouTube API metrics to gauge social media impact on engagement

Electric Vehicle Charging Station EDA *Apr 2023*

- Conducted comprehensive analysis of a Department of Energy-provided dataset on EV chargers, investigating barriers to the EV industry and assessing the availability and accessibility of charging stations across the country
- Employed data visualization techniques to demonstrate the impact of socioeconomic factors on availability, delivering compelling insights such as the -25% in level 2 EV charger growth compared to the +57% in EV registrations
- Leveraged Python libraries including Pandas, Matplotlib, GeoPandas, and Plotly to wrangle data and craft visualizations such as interactive heatmaps and bar charts to illustrate station trends within urban areas