

Richie Tran

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Target Role: Senior Analyst | Product Strategy | AI-Driven Analytics

EXPERIENCE

Data Analyst

Jan 2025 – Current

Fidelity Information Services

Atlanta, GA

- Evolved an executive reporting portfolio by creating KPIs, enhancing Power BI data models, and designing intuitive UX/UI dashboards for CTO OKRs, project cost governance, and product risk assessment → guided Board and CTO decisions impacting \$100M+ in technology investments across 10,000 employee under the CTO's organization.
- Orchestrated cross-department data ingestion via automated ETL pipelines (Jira/SQL/ServiceNow/Quickbase) → standardized cross-org metrics (Risk, ROI, %-to-Goal, Status) that eliminated siloed reporting.
- Trained 8 analysts to apply AI in Power BI dashboard development (prompt engineering, problem-solution design) → reduced new report and enhancement cycle time by 35%.
- Instituted a standardized audit and documentation framework for 30+ dashboards using SharePoint workflows → reduced production incidents by 50% and maintained a 99% SLA.

Data Analyst

May 2024 – Dec 2024

Teradata

Remote

- Delivered Power BI cost and capacity reporting for a \$40M+ annual project portfolio and 400+ FTE → enabled CIO leadership to reprioritize planning and headcount based on real-time spend, ROI, and capacity metrics.
- Mapped 30+ ServiceNow tables and engineered SQL-based ETL workflows to build optimized semantic data models → improved model integrity and reduced refresh time by 50% for weekly Power BI reports.

Tech Advisory Intern

Jan 2024 – May 2024

Cherry Bekaert

Remote

- Delivered forecasting analysis report covering a \$50M+ sales pipeline across 10+ service lines → enabled executive leadership to refine growth strategy and optimize service-line resource allocation.
- Evaluated SQL Server, Amazon RDS, and DBeaver for query efficiency, scalability, and cost → presented findings to executives, influencing tool selection and enhancing the firm's digital advisory capabilities.

PROJECTS

Floaty AI | Trello, Miro, Artificial Intelligence, API

April 2025 – Current

- Drove product roadmap using Miro and Trello, prioritizing features through user story mapping and agile backlog grooming → resulted in 50+ features sized for MVP and a defined release plan.
- Conducted 100+ stakeholder interviews and applied sentiment analysis using AI-based text classification → directly shaped feature prioritization and product differentiation strategy.
- Performed competitive benchmarking and market assessment of top AI productivity tools → identified gaps that guided Floaty AI's differentiation and product-market fit strategy.

Home Depot Business Analytics Practicum | Python, Tableau, Jupyter

Jan 2024 – May 2024

- Led a 4-member analytics team analyzing 700K+ data points across 2,000+ stores using Python and Tableau → identified seasonal sales patterns, developed regional KPIs, and delivered actionable recommendations to senior leaders.
- Served as project manager overseeing requirement gathering, stakeholder alignment, and Tableau dashboard delivery → presented insights to 30+ senior leaders in Home Depot's Decision Analytics team.

SKILLS

Data & BI: SQL, Power BI, Tableau, SSIS, Alteryx

Languages: Python, R, React, JavaScript

Workflow & Project Tools: Jira, Miro, Trello, ServiceNow, SharePoint, PowerApps, Power Automate, Excel (Expert)

Domains: Stakeholder Management, Product Analytics, Product Management, Machine Learning, Data Analytics, AI

EXTRACURRICULARS

Leadership: Mentor @ GT First Gen Student Mentor Collective, Youth Christian Leader @ Đoàn Tõma Thin

Volunteer: Math Literacy Worker @ The Young People Project & Teacher Volunteer @ Georgia State University AFT (STEM lessons and projects for K-8 in underserved communities)

EDUCATION

Georgia Institute of Technology

Atlanta, GA

Masters in Analytics, Concentration in Data Science

- Dean's List 2 semester

Georgia Institute of Technology

Atlanta, GA

BS in Business Administration, Concentration in IT Management

- GPA: 3.91, Highest Honors, Dean's List 8 Semesters, Zell Miller (Full Tuition), Business Analytics Certification