Richie Tran

404-820-7894 | [Email](#) | [LinkedIn](#) | [Portfolio](#)

Open to senior analytics and product management roles.

EXPERIENCE

Data Analyst — Jan 2025 – Current
Fidelity Information Services — *Atlanta, GA*

- Evolved an executive Power BI portfolio - including CTO OKRs, Project Cost governance, and a Product Risk Assessment → guiding Board and CTO decisions on technology strategy and ROI across teams and products.
- Orchestrated cross-department data ingestion (Jira/SQL/ServiceNow/Quickbase) → consistent, cross-org metrics (Risk, ROI, %-to-Goal, Status) that ends siloed department reporting.
- Trained 8 team members in applying AI to Power BI dashboard development, covering prompt engineering, problem-solution design, and Power BI fundamentals → reducing new report & enhancement cycle time by 35%
- Instituted audit & documentation process for 30+ dashboards → reduced production incidents by 50% and held 99% SLA.

Data Analyst — May 2024 – Dec 2024
Teradata — *Remote*

- Delivered cost/capacity reporting for $40M+ annual portfolio and 400+ FTE → enabled CIO leadership's to reprioritize project planing and headcount allocation based on current spend, ROI, and current capacity.
- Mapped 30+ ServiceNow tables and developed SQL queries to extract, transform and load semantic models → improved data model integrity and reducing refresh time by 50% for weekly reports.

Tech Advisory Intern — Jan 2024 – May 2024
Cherry Bekaert — *Remote*

- Delivered forecasting analysis report covering $50M+ pipeline across 10+ service lines → enabled consulting executive leaders projections and influencing strategy for growth
- Presented pros & cons of cloud solutions (SQL Server, Amazon RDS, and DBeaver), testing query efficiency, scalability, and cost as key decision factors → Enhacing the digital advisory capabilities.

PROJECTS

Floaty AI | *Trello, Miro, Artificial Intelligence, API* — April 2025 – Current

- Drove product roadmap using Miro/Trello → resulted 50+ features groomed and sized for MVP and a release plan.
- Interviewed 100+ users/stakeholders → resulting in a sentiment analysis that directly shaped prioritization and differentiation of the product feature.
- Performed an analysis on different competitors to identify product differentiation and access market demand.

FIS Human Resource AI Agent | *Microsoft 365 Copilot, Azure AI Agent Service* — May 2025

- Piloted Teams-embedded agent over M365/SharePoint to answer HR questions as a specialized AI agent → Projections of -45% HR tickets, +60% response accuracy for new-hire cohort.

Home Depot Business Analytics Practicum | *Python, Tableau, Jupyter* — Jan 2024 – May 2024

- Led a 4-person team analyzing 700K+ metrics across 2,000+ stores → revealed trends on seasonality, developed KPIs across regions, and provided actionable recommendations.
- Acted as project manager in gathering requirements, leading stakeholder meetings, and presenting findings in a Tableau Dashboard to an audience of 30+ (Directors/Sr. Manager) of Home Depot Decision Analytics team.

SKILLS

Technical Skills: SQL [SQL Server Management Studio, PostgreSQL], Languages [Python, JavaScript, HTML/CSS], BI Tools [Tableau, Power BI], Integration Platforms [SSIS, Alteryx, Power Automate, Workato]
Business Skills: Excel [VBA, Formulas, Pivot Tables], Project Management [SNOW, Jira, Miro, Trello, Smartsheet]

EXTRACURRICULARS

Leadership: Mentor @ GT First Generation Student Mentor Collective, Tech Lead @ Business Analytics Practicum, Senior Tech Analyst @ Investment Committee
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 Business Analytics

- 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