

SEOLHEE KIM

Niagara Falls, Ontario

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Detail-oriented data analyst dedicated to transforming complex datasets into actionable insights, with a passion for visualizing data that empowers informed decision-making.

EDUCATION

Computer Programming and Analysis

Niagara College (2021-2023) – Advance Diploma

- Won Community Sponsored Project (Built an application to manage Inventory system)
- Achieved President's Honour Roll in Fall 2023, Winter 2023 and Fall 2022

Bachelor Of Science in Chemistry

Hallym University (2002-2006)

WORK EXPERIENCE

Niagara Health | HIS Go Live Support (Sep 2024 – Dec 2024)

- Supported clinical and administrative teams in adopting Oracle Millennium HIS.
- Troubleshoot admission, discharge, and order entry processes in real-time.
- Provided operational feedback to project leads to enhance Go Live workflow efficiency.

Wee Watch Licensed Home Child Care | Database and Operations Support (Apr 2024 – Sep 2024)

- Managed provider inventory and childcare applications using Excel and Notion databases.
- Automated reporting processes to improve monthly operational tracking.
- Enhanced internal communication flow, supporting faster decision-making.

Niagara Korean Cultural Centre | Web Development & UX Support (Freelance) (Apr 2023)

- Designed and launched a responsive website tailored to community needs.
- Integrated user feedback loops to continuously improve site usability.

DSBN International Languages Elementary Program | Korean Instructor (Sep 2023 – Jun 2024)

- Promoted Korean culture and taught the Korean language to students of varying skill levels.
- Developed an official website to enhance the school's online presence.
- Designed a custom t-shirt for the 2023–2024 academic year.

English Zoo Language Institute | Co-Owner (Apr 2018 - May 2019)

- Created and managed Excel spreadsheets to track expenses, invoices, and income.
- Oversaw around 80 students (ages 7–15) alongside one partner and one additional teacher.

JS Language Institute | Instructor (Apr 2012 - May 2015)

- Taught English grammar, developed lesson plans, and collaborated with fellow educators to optimize curriculum delivery.
- Prepared bi-monthly reports using MS Excel and held parent conferences presenting with MS PowerPoint.

Vivaldi Park | Guest Services (Apr 2006 - May 2008)

- Resolved guest inquiries and concerns with prompt, professional service.
- Collaborated with the IT department to enhance the functionality of the payment system.

PROJECTS

Executive Dashboard for Contoso Retail

- Built a 6-page Power BI dashboard from a star-schema SQL data warehouse (ContosoRetailDW).
- Analyzed product performance, sales channels, and profit margins using DAX and Power Query.
- Delivered interactive visuals for executive decision-making, including best/worst sellers, channel profitability, and seasonal trends.

Niagara Health Patient Flow Analysis

- Analyzed 100+ patient records to identify bottlenecks in hospital admissions and discharges.
- Built PivotTables and dashboards to visualize patient flow trends during HIS Go Live.
- Proposed data-driven recommendations to improve discharge planning and bed turnover.

Website Analytics & Redesign for Trufulfillment

- Conducted UX research, competitor analysis, and service categorization to optimize client navigation
- Proposed restructured service categories and workflow illustrations to enhance user experience.
- Delivered actionable insights backed by web traffic analysis using Excel-based models.

Retail Sales Dashboard For Maven Cycles

- Created an end-to-end Power BI solution using 8 Excel files simulating real sales, product, and customer data.
- Designed a star schema data model and implemented interactive dashboards with slicers, clustering, and key influencer analysis.
- Identified high-selling products, customer segments, and regional trends to support strategic planning.

CERTIFICATIONS

Azure AI Fundamentals

Microsoft (Aug 2023)

Worker Health and Safety Certificate

The Ontario Ministry of Labour (Nov 2022)

Engineer Information Processing

Human Resources Development Service of Korea (Aug 2010)

VOLUNTEERING

Microsoft Student Ambassador

Microsoft (Jul 2023 – Jun 2024)

- Organized and hosted a successful event to promote the usage of Microsoft Azure, a cloud computing platform.

Niagara Folk Arts Multicultural Centre (Feb 2024 - Present)

- Assisted with cultural events and festivals.

SKILLS

- Analytics Tools: Excel (PivotTables, Power Query, VLOOKUP), Power BI, SQL
 - Programming: Python (Pandas, Matplotlib), HTML/CSS
 - Database Management: MySQL, PostgreSQL
 - Healthcare Systems: Oracle Millennium (HIS Go Live Support)
 - Other: GitHub, UX Research, Data Visualization, Data Cleaning
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