Se Seung Oh

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Portfolio: https://seoh-portfolio.netlify.app/ **| LinkedIn:** https://www.linkedin.com/in/se-oh-932681220/

PROFESSIONAL PROFILE

Results-oriented, strategic, and innovative professional passionate about optimizing technical environments and driving efficiency through technology. Demonstrated expertise in database management, data analysis techniques, and IT support to drive insights and inform decision-making processes. A proactive individual who generates innovative solutions to add value, prioritizing optimization and possessing strong communication skills to engage with management at all levels.

CORE COMPETENCIES

- Data Analysis
- Problem-Solving
- Detail-Oriented
- Critical Thinking
- R Programming
- SQL
- Python
- Tableau

WORK EXPERIENCE

Best Buy - Germantown, MD (On-Site) **September 2023 - Present**
Advanced Repair Agent

- Diagnosed and resolved hardware and software issues for an average of 20 customer devices daily, achieving a 30% increase in resolution efficiency and reducing average resolution time by 20%.
- Collaborated with cross-functional teams to implement process improvements and streamline repair workflows, resulting in a 30% increase in overall repair throughout and a reduction in operating costs by 10%.
- Ensured data integrity by meticulously documenting hardware and software issues, identifying trends, and recommending proactive maintenance strategies, resulting in a 25% decrease in data discrepancies.
- Applied data analysis tools to identify common device issues and develop proactive maintenance strategies, leading to a 25% reduction in device malfunctions and a 15% increase in device lifespan.

UMD School of Information Studies - College Park, MD (Remote) **August 2022 - January 2023**
Academic Peer Mentor

- Mentored a cohort of 25 students through a challenging Database Design and Modeling course, illuminating complex concepts such as databases, modeling techniques, and SQL queries.
- Led interactive training sessions for students on database design principles and SQL query optimization techniques, resulting in a 40% improvement in student exam scores.
- Partnered closely with faculty members to develop and implement supplementary learning materials, contributing significantly to a 20% upsurge in overall student academic performance.

ACADEMIC PROJECTS

SQL Restaurant Database Project

- Created databases in SQL Server, proficiently importing/exporting data using Excel and SQL Developer.
    - Employed advanced SQL queries to extract and analyze Yelp data, generating actionable insights pivotal for strategic decision-making. Organized a normalization initiative, resulting in a notable 30% reduction in database query execution time, optimizing system responsiveness and user experience.

Python Maryland Trail Project

- Engineered gameplay mechanics that mirror real-world decision-making scenarios using Python
    - Implemented randomized events and outcome-tracking mechanisms to emulate dynamic environments within the game. Conducted comprehensive analysis of player actions and outcomes to evaluate resource management proficiency and decision-making capabilities.

EDUCATION

Bachelor of Science in Information Science (GPA: 3.50) **May 2024**
University of Maryland, College Park College Park, MD
Google Foundations: Data Analysis with R Programming **March 2024**
Tableau Business Intelligence Analyst Professional Certificate **April 2024**