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Work Experience

Virtu-Usa

June 2016 – September 2016

- **E-commerce Sales**
 - Resolve customer complaints via e-mail and phone
 - Update “Master Excel Sheet” in accordance to inventory sold
 - Help maintain customer feedback by friendly communication
 - Automate postings on Six-bit

R&F Services DBA SoCal Hoods

January 2017- September 2017

- **Intern**
 - Filing invoices to establish a physical copy of services rendered
 - Updating customer and services rendered in ACT databases as new jobs are fulfilled and customers acquired
 - Creating and managing mail mergers for marketing lists
 - I was lucky enough to join this company as they started integrating a new software to track their services, so I was able to see the implementation of parallel systems in real time.

Ayli Data Discovery and Insights

December 2017- Current

- **Data Analyst**
 - Record marketing metrics via Google Analytics for experiment testing
 - Create and test audience groups via Facebook Ads Manager
 - Prepared data for optimization via Neural Network

Education

California State University Fullerton

August 2017 – Current

- Major: **Business Administration**
 - Concentration: **Information Systems/Business Analytics**
- 2.8 GPA
- Current Standing: Senior

Coastline Community College

January 2013 – July 2017

- Full-time Student
- Associates in Business Administration

School Involvement

- Business Data Analytics Club, California State University Fullerton
 - Operations Lead
 - VP of Operations
 - BICC Representative
- Sigma Upsilon Mu Entrepreneurial Fraternity, California State University Fullerton
 - Director of Operations
- APACT, Leadership Member, Coastline Community College
- Associated Student Government, Legislative Affairs Representative, Coastline Community College

Skills

Bi-Lingual in Vietnamese and English	Excellent
C# Programming/Unity 2D	Proficient
Tableau Data Visualization Tool	Proficient
SQL/Database Management	Proficient
Python Machine Learning and Artificial Intelligence	Basic
Selenium Web Browser Automation in Python	Basic