

# Thang K. Tran

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## EDUCATION

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**University of Massachusetts, Lowell | Lowell, MA**

May 2025

*Bachelor of Science in Business Administration - Management Information Systems*

**Relevant Coursework:** Business Information Systems, Business Applications Development, Database Management Systems (IL), Data Communications and Networks (QL), Systems Analysis and design, Data mining for business intelligence.

## SKILLS & TECHNICAL TOOLS

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**Languages:** SQL, Python (Pandas/Numpy)

**Technologies:** Power BI, Tableau, Lucidchart, Github, Jira, Microsoft Word, Microsoft Excel, Microsoft Powerpoint, Microsoft Access, Pycharm, IdeaMaker, Ignition, Rapidminer.

## EXPERIENCE

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**Process Engineering Co-op | Lightforce Orthodontics**

July 2023 - May 2024

- Conducted QA testing for proprietary scanning and processing software; reviewed and debugged Python code with engineers, identifying issues and supporting software fixes.
- Partnered with engineers to optimize 3D-printed ceramic orthodontic braces, decreasing error rates by 11%, improved structural precision and adopted the use of advanced additive manufacturing processes.
- Managed a full 3D printing pipeline using IdeaMaker and 10+ printers; processed and prepared 3D model files and produced custom marketing components with 90%+ print reliability.

## PROJECTS

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**Sales & Profits Analytics Dashboard | Power BI, Excel**

- Built a 4-page interactive Power BI dashboard analyzing \$2M+ in sales and profitability across 5 products, 5 cities, and 3 sales channels.
- Developed custom DAX measures for KPIs such as margin, cost, and AOV, incorporating interactable visuals and user-friendly navigation and delivering an executive ready report to be used in quarterly planning

**Automobile Performance Report | Tableau, Excel**

- Created an interactive Tableau dashboard analyzing 1970-1982 automobile data for 300+ different cars across 29 unique brands and 3 countries.
- Applied calculated filters to clean data and maintain consistent interactivity along with dynamic KPI cards, integrated scatter plots, bar charts, and line graphs to explore the relationships between automobile properties.

**Employee Recognitions & Rewards Systems | Microsoft Slides, Microsoft Excel, Lucidchart, Python**

- Designed and documented an employee recognition system using Gantt charts, ERDs, and DFDs to streamline reward tracking and approval. Developed a functional demo application showcasing the end-to-end workflow of the recognition system.

**Healthcare Insurance Cost Explorer | Python, Excel, Pandas, Numpy, Github**

- Developed and deployed a web-based data dashboard that visualized insurance charges across 1300+ policyholders based on age, BMI, smoking status, and region. Enabling 100% filtered views to isolate trends by demographic groups
- Conducted exploratory data analysis with Plotly on over 10 variables and feature correlation, identifying smoking status as a top cost driver with 300%+ impact on insurance charges.