Thang K. Tran

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EDUCATION

University of Massachusetts, Lowell | **Lowell, MA**   *Graduated May 2025*
Bachelor of Science in Business Administration - Management Information Systems

EXPERIENCE

CounterApp | *Data Coordinator*   *Aug 2024 - Jun 2025*
- Cleaned and maintained donation and transaction records using **SQL** and **Excel (VLOOKUP, Pivot Tables)**, improving financial report accuracy by eliminating data discrepancies
- Built **KPI**-focused **Power BI** dashboards that visualizing donation trends across parishes, allowing leadership to identify seasonal donation spikes and driving data-informed decisions
- Migrated donation data into **AWS S3** alongside engineers, creating a central source for analysis, then queried the data using **AWS Athena**
- Collaborated with cross-functional teams to improve data pipelines and compliance workflows, accelerating reporting delivery across projects involving 100+ churches
- Ensured data accuracy and integrity across multi-channel donation systems for churches and nonprofits, reconciling data sets using **SQL queries** and **Excel** to ensure a low error rate

Lightforce Orthodontics | *Process Engineer Co-op*   *Jul 2023 - May 2024*
- Conducted data acquisition, cleaning and regression tests with **Python** for proprietary scanning and processing software and debugged **Python** modules to collaborate on issue resolution alongside engineers
- Gathered data on resin tensile strength and delivered performance reports using structured testing methods, translating findings to stakeholders for selection of dental mold materials
- Coordinated multiple printing job tickets for ceramic dental brackets in **Jira**, simultaneously tracking, routing, and retrieving tasks to keep team production workflows on schedule
- Streamlined 3D printing workflow across IdeaMaker and production tools, enabling marketing components to be printed consistently on a tight schedule
- Analyzed production data to optimize 3D-printed ceramic orthodontic braces, improving structural precision and adopting the use of advanced additive manufacturing processes, increasing production yield by 11%

PROJECTS

Census Data Analytics Pipeline - U.S. Education & Income Trends | *AWS (S3, Athena), Power BI, Python, Excel*
- Engineered an automated **Python** + Census API ETL pipeline into AWS, processing nationwide data on education attainment rates compared to household income (2015-2020) for scalable analysis
- Delivered a data storytelling **Power BI dashboard** for non-technical stakeholders and leadership quantifying regional changes in bachelor's attainment and income, poverty levels, median income and unemployment rates
- Enabled state by state comparisons of education attainment and income growth, revealing that areas with higher bachelor attainment rates tend to have higher incomes and that southern/rural counties are still behind

Healthcare Insurance Cost Explorer | *Python (Pandas, Numpy, Streamlit, Plotly), Excel, Github*
- Developed a **Python-based (Pandas, Plotly)** data visualization tool analyzing 1.3k+ insurance policyholders, revealing smoking status as a 50%+ churn risk factor and enabling filtering by BMI, region, and gender
- Automated feature correlation and outlier detection in **Python (Pandas, NumPy)** to support pricing strategy and health risk modeling