Thang K. Tran

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EDUCATION

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

Languages: SQL, Python (Basic)

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

EXPERIENCE

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

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.
- Collaborated with a partner to develop a functional demo application showcasing the end-to-end workflow of the recognition system.

Netflix Data Mining Workflows Project | *Python, Excel, Rapidminer*

- Defined a business problem related to Netflix content trends and user behavior; selected and analyzed a dataset with 10+ features., using k-means clustering, normalization and k-nearest neighbors to generate diagnostics to identify patterns in genre popularity, release years, and viewer demographics.