

## Thuan Le

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### SKILLS

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**Programming:** Python (Base, Pandas, Numpy, Matplotlib, Seaborn, Scikit-Learn, Keras), SQL, R

**Machine Learning:** Linear Regression, Logistic Regression, Decision Trees, Random Forest, KNN, k-means, PCA, Association Rule Learning, Causal Impact Analysis, Deep Learning

**Other:** Tableau, PowerBI, Jupyter Notebook, Snowflake, AWS, Statistics, Github, Data Visualisation, MS Office

### RELEVANT EXPERIENCE

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#### Providence Health & Services

Washington, United States

*Business Intelligence Analyst*

##### Real Estate Operation & Strategy - Finance Team

July 2023- Nov 2024

- Collaborated with rotation analysts and core-leaders to provide a dashboard to reconcile 1000+ data inconsistencies found during the migration process from eBuilder to Oracle.
- Conducted ETL on data from Snowflake Data Warehouse and visualized budget, purchase orders, and cost variances between Oracle & eBuilder with SQL and PowerBI, which reduced total variance of \$2 million.
- Coordinated with the finance team to ensure accurate invoice payments and reduced financial discrepancies, resolved more than 200 unpaid invoice tickets.

##### Real Estate Operation & Strategy - Planning & Design Team

July 2022- June 2023

- Designed and developed an intuitive Power BI dashboard to assist with acute-care bed counts and room capacity planning.
- Provided insights on ministry capacity planning strategy, which contributed to 15% increase in licensed bed counts across the region.
- Researched and presented a plan to senior leadership in adopting digital solutions to reduce unnecessary patient encounters and improve the quality of remote care.

#### Highline College

Washington, United States

*Bookstore Assistant Manager*

May 2020- July 2022

- Coached 10+ interns and student workers with cash register, online order, customer service, and managed the operation of a storage unit, including purchasing of supplies and books, special orders, receiving/shipping and returns
- Collaborated with manager to transition new system and accurately input data including inventory control, payment of invoices, as well as assure the availability of new/used texts and class supplies for students

### PERSONAL PROJECTS

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#### Predicting Customer Loyalty Using ML | Python Machine Learning

- Utilized partial data to predict missing loyalty score for grocery customers by testing three regression modeling approaches (Linear Regression, Decision Tree, and Random Forest) to find out the highest predictive accuracy.
- Identified input variables with the biggest impact on the prediction (distance from store) allowing for more relevant customer tracking and targeting.

#### Assessing Campaign Performance | A/B Testing

- Applied Chi-Square Test for Independence to a grocery retail campaign to understand the difference in signup rates between cheap mailer and expensive mailer, which helped reduce mailing cost and improved ROI.
- Concluded no meaningful relationship between mailer and signup rate after Hypothesis test using Chi-Square Statistics

#### Creating Image Search Engine | Deep Learning Convolutional Neural Network

- Built a Deep Learning image search engine that will help find similar products out of 300 women's shoes styles that are currently available.
- Implemented pre-trained VGG16 network with a final Global Average Pooling layer at the end of the architecture and plotted the 8 closest search results along with a cosine similarity score.

### EDUCATION

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#### Central Washington University

Washington, United States

*BS in IT & Administrative Management (STEM)*

March 2022

#### Highline College

Washington, United States

*Associate Degree in Business*

December 2018