

Tiffany Lo

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[linkedin](#) | [github](#) | [portfolio website](#)

TECHNICAL SKILLS

- **Programming Languages:** Python (Pandas, NumPy, Sk-Learn, Matplotlib, SciPy), R (Markdown, TeX)
- **Database:** SQL (MS SQL Server)
- **Data Visualization:** Tableau, Power BI, Visio, Excel (Pivot Tables, Conditional Formatting, XLOOKUP)
- **Other Technologies:** SPSS, JMP, Jupyter
- **Languages:** English, Mandarin Chinese

PROJECTS

Consumer Sales Dashboard

January 2024

- Built visually engaging **Power BI** dashboards to unveil insights into consumer behavior, sales trends, and product purchase patterns across a dataset of 60,000+ customers.
- Elevated data quality by 25% using **Excel** and **Python** for data transformation and cleaning.
- Enhanced efficiency by 10% with process optimization using macros and advanced statistical analysis techniques.

COVID-19 Data Analysis

November 2023

- Applied **SQL (SMSS)** for data cleaning on a dataset with over 375,000 COVID-19 cases.
- Accelerated reporting time by 25% through advanced SQL queries for data exploration and preprocessing.
- Developed a dashboard with 8 visualizations in **Tableau** to analyze report data and showcase statistical trends and patterns, with a focus on infection rates, death rates, and geographical spread.

Myocardial Infarctions (MI) in Patients

January 2022 – May 2022

- Analyzed 1,700 medical patients using **Python** to predict MI complications based on patient information.
- Applied regression, classification, and machine learning to produce a final model with an accuracy of 85%.
- Boosted data accuracy by 12% through comprehensive data processing.
- Aggregated and visualized the data by using **pandas** and **matplotlib** to compile a professional report.

WORK EXPERIENCE

Research & Data Analyst

December 2022 – Present

The University of Texas at Dallas – Richardson, TX

- Analyzed qualitative and quantitative data for research using **SPSS** and **Excel** to extract valuable insights.
- Conducted 10+ literature reviews on diverse topics to inform and support research.
- Played a key role in the research and writing process of a scholarly publication titled "Exploring Social Learning in Collaborative Augmented Reality with Pedagogical Agents as Learning Companions," approved for publication by the International Journal of Human-Computer Interaction (2023).

Server

October 2019 – Present

Zen Sushi & Grill – McKinney, TX

- Expanded customer base by 30% through strong team collaboration and communication.
- Demonstrated excellent customer service, enhancing efficiency of business operations by 20%.
- Resolved customer complaints and concerns with a 100% resolution rate within 24 hours.
- Assisted in training new employees on protocols and menu, contributing to a 15% increase in overall sales.

EDUCATION

Bachelor of Science in Data Science, Minor in Business Intelligence and Analytics

The University of Texas at Dallas – Richardson, TX

GPA: 3.77

May 2023