# 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), Agile Project Management
- **Data Visualization:** Tableau, Power BI, Visio, Excel (Pivot Tables, Conditional Formatting, VLOOKUP)
- **Other Technologies:** SPSS, JMP, Jupyter
- **Languages:** English, Mandarin Chinese

## PROJECTS

### Data Professionals Survey Dashboard                                February 2024
- Constructed visually engaging dashboards using **Power BI** to showcase findings from a comprehensive survey of over 600 data professionals.
- Employed **R** for data transformation and cleaning, resulting in 15% improvement in data validity.
- Unearthed valuable insights into data professionals' quality of life, occupation trends, and salary distributions.

### COVID-19 Data Analysis                                December  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 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

### Data & Research 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 clear communication.
- Demonstrated excellent customer service, resulting in a 20% increase in positive customer feedback.
- 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        GPA: 3.77
The University of Texas at Dallas – Richardson, TX                                May 2023