

# TRAN QUOC TOAN

## BI DATA ANALYST

✉ : quoctoan11102000@gmail.com | ☎ : +(84) 942 557 560 | Github: [github.com/ToanToan1110](https://github.com/ToanToan1110) | LinkedIn: [linkedin.com/in/toantran1110](https://www.linkedin.com/in/toantran1110)  
Portfolio: <https://toantoan1110.github.io/portfolio/>

### SKILLS

- SQL: Advanced writing complex queries in MySQL, SQL Server.
- BI tool: Looker Studio, Power BI/DAX.
- Data Processing: Advanced Google Sheets, App Scripts, Excel.
- Main Programming language: Python, JavaScript.

### WORK EXPERIENCE

#### Ning Sing Logistic – Ninja Van Viet Nam – OPEX Data Analyst

July 2022 – March 2024

Ho Chi Minh City

##### KPI and Performance Improvement:

- Measured the business performance by democratizing dashboards/reports about KPI, Volume and Compensation using Looker Studio with highest accuracy and timely.
- Managed and optimized ETL processes (about 20 daily jobs) for data extraction from Data Warehouse, Data Lake, using SQL for querying and Python, App Script, API for extracting and automating.
- Developed and customized real-time alert systems to provide timely notifications to operational team (including KPI mismatch, Inventory, Success rate, Compensation, COD risk) by utilizing chatbots and real-time dashboards.
- Deep dived into performance issues using data analysis to pinpoint root causes, errors and proposed process enhancement.

##### Cost Planning & Reporting:

- Utilized statistical methods at high level of detail to serve users at all levels for budget tracking, enabling them to comprehend the cost structure of departments.
- Developed machine learning algorithms, Backtest to identify the key cost impact and provided the overview of the future cost landscape, informed by historical data.
- Collaborated with relevant teams to provide and gather information on policy logic, employee compensation, and delivery volumes, ensuring accurate cost charging and improving cost-related processes.

##### Data Solution and Communication:

- Managed data governance by configuring user permissions, ensuring users operate within their designated roles and maintaining the privacy, security of sensitive data.
- Consulted on logic and data acquisition methods for various departmental processes and projects, responsible for addressing all data-related problem (data collection, data preprocess, template, storage) for the stakeholders.
- Ensured the consistency, integrity, and accuracy of the Database system by representing to communicate with cross-functional teams (BI, Product, Regional,...) and coordinated to check, optimize and raise issues.

### PERSONAL PROJECT

#### Food Store Recommendation System - [Link project](#)

- Collected data then built and deployed the food store recommendation system on web app.
- Framework/Library: Selenium, numpy, pandas, streamlit.

#### Series of Business's Growth Project - [Link project](#)

- Analyzed data and Applied prediction/forecasting for core business problem include: Customer segmentation, Churn rate, Sales, Hypothesis testing about the effectiveness of a promotion program.
- Framework/Library: numpy, pandas, matplotlib, plotly, sklearn, statsmodel.

### EDUCATION

#### University of Technology and Information - Ho Chi Minh city

2018 - 2022

Bachelor degree in *Computer Science* - GPA: 7.8

### CERTIFICATES

- Advanced SQL | HackerRank
- SQL for Data Science | Coursera
- Data Modeling in Power BI | Microsoft
- Time Series | Kaggle