**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

**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 democrating 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](https://github.com/ToanToan110/food-recommendation)

* 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](https://github.com/ToanToan110/CustomerSegmentation)

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

**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.

**BI DATA ANALYST**

**TRAN QUOC TOAN**

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**Portfolio:** <https://toantoan110.github.io/portfolio/>