CLAIRE NGUYEN

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"Business Analytics specialist with a strong foundation in predictive modeling, data analysis, and database management. Proficient in Python, SQL, and advanced visualization tools, I transform complex data into actionable insights to drive strategic decision-making across diverse sectors."

TECHNICAL SKILLS

- **Predictive Modeling, Data Analysis & Visualization, Database Management, Risk Analysis**
- **Programming Languages/Libraries:** Python, SQL, Web development, Matplotlib, Seaborn
- **Tools:** AI Studio, Power BI, Excel, VS Code, Jupyter Notebook

AWARD/CERTIFICATE

AWARED FOURTH PLACE OF DEAKIN BOWATER BUSINESS CHALLENGE | Website
September 2024

Vision Radiology - Develop an expansion strategy that maintains optimal patient care by fostering a consistent and professional work culture across locations.

- Conducted a comprehensive review of the radiology sector, focusing on market demand, competitor activity, and emerging trends such as AI-driven diagnostics.
- Proposed evidence-based strategies to address staffing shortages, improve operational efficiency, and maintain consistent patient care across multiple locations.
- Investigated potential AI applications (e.g., automated image interpretation and scheduling) to enhance diagnostic accuracy and reduce staff workload.
- Collaborated with team members to design a multi-phase expansion roadmap balancing quality care and financial viability.
- Presenting clear metrics and KPIs enabled judges and stakeholders to visualize how the plan would roll out in stages, increasing the credibility and impact of the team's overall proposal.

Skills gained:

- Organising skills
- Teamwork
- Presence Skill
- Market research and competitor analysis
- Strategic planning and data analytics
- AI integration evaluation
- Risk management and KPI tracking
- Team collaboration and stakeholder communication

POWER BI ESSENTIAL TRAINING
April 2024

Skills gained:

- Competencies in data analysis
- Business intelligence
- Microsoft Power BI: Gained hands-on experience creating interactive dashboards and visualizations

EDUCATION

Thang Long Highschool - GPA: 9.5/10
2019 - 2022

Deakin University - Bachelor of Business Analytics
2023 - 2025

- **Coursework:** Artificial Intelligence for Business, Predictive Analytics, Database Fundamentals, Marketing Analytics, Data Information System and Management

     WAM - 1st trimester 2024 : 85.5
     WAM - 2nd trimester 2024 : 82.75

PROJECT

Project 1: Fraud detection in personal injury claims
Data Analytics Lead
August 2024

- Cleaned and imputed missing values in a dataset of over 3,000 personal injury claims.
- Built and tested multiple models (decision trees, k-NN, ensemble methods) to identify potential fraud.
- Conducted cross-validation, tracked accuracy, kappa, and fine-tuned parameters for optimal performance.
- Presented insights to DAX Compensation Lawyers, advising on integrating the model into their claim screening process.

Achievement: Reached a model accuracy of up to 96.83% with a kappa of 0.186, enhancing claim screening processes and reducing financial losses

Skills gained:

- Strengthened knowledge in decision trees, k-NN, and ensemble techniques.
- Handled missing attributes and optimized feature selection for improved model accuracy.
- Gained experience in balancing accuracy with more nuanced metrics like kappa.

Project 2: Compensation structure optimization
Data Analytics Lead
October 2024

- Conducted a comprehensive analysis using 120,000 data points to optimize employee compensation structures
- Employed linear regression, clustering, and FP-Growth models to predict total compensation, analyze job-family-union relationships, and identify disparities in benefits
- Improved predictive accuracy and informed strategic HR decisions through detailed visualizations and data-driven insights

Achievements:

- Improved predictive accuracy for salary and benefits forecasting, reducing errors in budget planning.
- Influenced key HR decisions by highlighting high-value roles, under-compensated employees, and critical union relationships.

Skills Gained:

- Strengthened expertise in regression, clustering, and association rule mining.
- Developed compelling dashboards and presentations for non-technical stakeholders.
- Learned to translate complex data insights into actionable recommendations for HR and management.

EXPERIENCE

NUREE WORLD
Business Analytics Internship
October 2024 - January 2025

- Gathered user engagement data from multiple sources (e.g., web analytics, in-app metrics) and performed data cleaning
- Merged external market data (e.g., competitor analyses, industry reports) with internal metrics to provide a well-rounded view of user behaviour
- Built interactive dashboards in Power BI, enabling stakeholders to monitor real-time performance metrics - user retention, conversion rates, and revenue trends.
- Collaborated with product, marketing, and finance teams to define relevant KPIs, ensuring that analytics efforts aligned with broader business objectives
- Prepared weekly and monthly analytics reports, highlighting key trends and providing recommendations to improve product offerings and user experience

Skills gained:

- Advanced-Data Analysis & Visualization
- Strategic Thinking & KPI Development
- Communication & Stakeholder Engagement

MORTGAGE CHOICE - BROKER
Administrative Assistant

June 2023 - October 2023

- Gathered and reviewed client tax returns, Business Activity Statements, and other financial documents to produce lending analytics and support loan assessments.
- Assisted in compiling and verifying documentation for mortgage applications, ensuring accuracy and compliance with industry regulations.
- Performed general office administration and accounts tasks
- Liaised with clients, brokers, and external agencies to gather missing information, clarify loan terms, and expedite approvals.
- Managed day-to-day office tasks such as data entry, file organization, and invoice processing, contributing to overall operational efficiency.

Skills gained:

- Financial analysis & Reporting
- Regulatory & Compliance awareness
- Detail-oriented problem-solving
- Client communication & Coordination
- Organizational & Administrative efficiency

UNIQLO
Sales Associate

October 2023 - Current

- Track stock levels, organize merchandise, and ensure efficient restocking processes.
- Oversee the sales floor, manage check-out transactions, and maintain fitting room areas.
- Operate point-of-sale systems to handle customer purchases and returns accurately.

Skills gained:

- Customer Service & Communication:
- Time Management - balanced multiple tasks on the sales floor, check-out, and fitting rooms
- Gained hands-on experience with POS systems and basic inventory tracking software.

MOVSA - MELBOURNE OVERSEAS VIETNAMESE INTERNATIONAL ASSOCIATION
Vice President of Finance Department

November 2023 - Current

- Serve as a senior executive managing finance operations for a non-profit organization
- Revised proposals for organizational events in sponsor packages, timeline, and sponsor benefits
- Identified potential sponsors, pitched partnership benefits, and negotiated contracts
- Managed financial statements, expense tracking, and regulatory filings
- Creating budget forecast limits for events, financial planning, financial reporting and streamlined expenses to maintain financial health across all departments
- Collaborate with PR/Marketing and Events Vice Presidents to coordinate event sponsorships and proposal
- ·Give training sessions to Finance Officers to enhance their skills

Achievements:

- Successfully received $10k Grant from Study Melbourne Hub and increased annual sponsorship revenue to $55K from other sponsors
- Successfully stayed within budget, streamlined financial processes, holding a musical gala with 500 participants
- Boosting credibility among community, appearing in Vietnam Prime Minister Welcome at Melbourne in March

Skills gained:

- Financial Planning & Analysis
- Negotiation & Stakeholder management
- Cross-functional collaboration
- Regulatory compliance
- Leadership & Communication