

## Victoria Nguyen

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### EDUCATION

#### University of California, Riverside

*Bachelor of Science in Statistics (Concentration in Statistical Computing), Minor in Public Policy*

**Relevant Coursework:** Elements of Probability & Statistical Theory, Statistical Computing with SAS, Introduction to Data Science, Design of Experiments, Statistical Consulting, Discrete Structures, Intermediate Data Structures & Algorithms, Optimization

**Extracurricular Activities:** Highlander Statistics Society, Highlander Gaming, R'Geospatial

#### San Diego Miramar College

*Computer and Information Science, Geographic Information Systems*

**Relevant Coursework:** C/C++ Programming, Java Programming, Python Programming

### EXPERIENCE

#### Frontier Airlines

*Analyst I, Material Operations*

**Denver, CO**

*Sept 2023 - Present*

- Demand planning, inventory management, and process improvements
- Participate in cross-functional teams to determine inventory needs and ensure inventory reporting accuracy

### PROJECTS

#### Predicting Airline Customer Satisfaction

- Assessed survey data to identify aspects of customers' experience that signify overall satisfaction or lack thereof
- Conducted exploratory analysis by employing data visualization and descriptive statistics, trained a machine learning model that predicts whether a customer is satisfied or not based on [their rating of] other aspects of their service
- Used Python libraries NumPy and Pandas for analysis, Matplotlib and Seaborn for visualization, and scikit-learn with XGBoost to test and compare different machine learning algorithms

#### Spotify Playlist Generator

- Employed machine learning methods to create a content-based song recommendation system
- Accesses Spotify's API to import a user's listening history and generate suggestions using random forest regression to compare audio features
- Utilized Python packages such as Spotipy, Pandas, and scikit-learn

#### Help-Seeking Modeling

- Investigated self-reported data from the 2010 UC Undergraduate Experience Survey to pinpoint characteristics in students who needed counseling versus those who did not seek it out
- Met with professor and teaching assistant weekly to ensure steady progress and improvement on methods used
- Performed data cleaning, data manipulation, and descriptive analysis in R and Microsoft Excel as part of preparation
- Main methods included chi-square testing, multiple logistic regression models, & Tukey's procedure post-hoc

#### Customer Traits in Buying Fruits

- Collaborated on, presented, and documented an 8-week-long project using R and Powerpoint in a group of 5 students
- Performed statistical analysis on multiple characteristics such as age, number of kids at home, and annual income to find trends in consumers' habits in purchasing fruit
- Executed ANOVA testing, odds ratio comparison, logistic regression models, and visualization using ggplot2

#### Video Game Sales Analysis

- Created a Tableau dashboard that helps users examine the sales of video games between the years 1982 and 2016
- Allows users to apply different filters such as publisher, genre, platform, and dates in order to visualize the success of different games from multiple perspectives

### CERTIFICATIONS

**Victoria Nguyen**

**Google Advanced Data Analytics Professional Certificate**  
**Meta Marketing Analytics Professional Certificate**

*Expected September 2023*  
*Expected August 2023*

**ADDITIONAL**

**Programming Languages:** R, Python, C++, Java, SQL, SAS, MATLAB

**Other Tools:** Esri ArcGIS, QGIS, Microsoft Excel, Tableau, Power BI, Git, AWS