

# ALISON (CHI) DANG

206-724-8576 | [alison dang61@gmail.com](mailto:alison dang61@gmail.com) | <https://www.linkedin.com/in/chidang0803/> | <https://vincent3003.github.io>

## SKILLS

- **Programming Languages:** Python, R, SQL, SAS, and Java.
- **Web Technologies:** HTML5, CSS, and JavaScript (Node.js, React).
- **Software and Tools:** GitHub, Denodo, MySQL, QuickBooks, PostgreSQL, Power BI, Tableau, Figma, and Jira.
- **Certification:** IBM Data Science, and Meta Front-End Developer.

## WORK EXPERIENCE

### Il Mulino Di Valenzano Bakery

*Sales Analyst*

Franklin Park, IL

May 2024 – Present

- Streamlined inventory tracking and sales reporting using advanced Excel formulas and pivot tables, improving stock accuracy by 25% and reducing administrative workload by 30% for a high-demand luxury catering operation.
- Analyzed sales and operational workflows across teams, resulting in a 15% reduction in catering service delays and improved customer satisfaction.
- Developed and implemented a customer feedback system to identify purchasing trends and inform data-driven sales strategies for improved service offerings

### EMC Insurance Companies

*Intern – Strategic Analyst*

Des Moines, IA

May 2023 – Aug 2023

- Optimized compliance reporting through advanced Denodo SQL queries and Excel data management for Michigan Work Comp policies, resulting in 10% improvement in data accuracy and processing efficiency while ensuring regulatory compliance.
- Enhanced monthly reporting accuracy and efficiency by over 3% through advanced SQL querying, contributing to streamlined workflows within the strategic analytics team.

### Drake University

*ITS Support Center Imaging Student Tech*

Des Moines, IA

Jun 2022 – Sep 2023

- Handled over 300 computers across faculty, staff, and lab environments using advanced automated scripting and bulk imaging techniques, achieving 20% efficiency increase and 15% cost reduction.
- Collaborated with cross-functional ITS teams to troubleshoot imaging and software compatibility issues, reducing deployment errors by 15% and ensuring seamless campus-wide operations during peak deployment periods.

### Drake University

*ITS Support Center Imaging Student Tech*

Des Moines, IA

Mar 2021 – Sep 2023

- Utilized ticketing systems to prioritize and resolve technical issues, escalating complex problems to senior ITS team members, and ensuring timely solutions to minimize disruptions across campus systems.
- Installed software, configured systems, and maintained devices for faculty, staff, and lab environments, ensuring the seamless operation of campus IT resources and contributing to a 20% reduction in recurring technical issues.

## EDUCATION

### Drake University

Bachelor of Science in Computer Science and Data Analytics

Des Moines, IA

Aug 2020 – Dec 2023

- Minor in Business Administration
- Awarded Presidential Scholarship and International Student Grant Scholarship

## ACADEMIC PROJECTS, LEADERSHIP AND COMMUNITY ENGAGEMENT

### R & SAS Project: Consumer Demographics & Recommendations for Personal Skincare

Des Moines, IA

Nov 2023 – Dec 2023

- Developed and optimized machine learning models (Decision Trees, Random Forest) in R to predict high-income customer segments with 88.9% accuracy, driving targeted recommendations for premium skincare products.
- Leveraged SAS Generalized Linear Models to analyze demographics and segment customers, providing data-driven insights that enhanced marketing strategies and personalized product offerings.

### Drake University

*Peer Research and Access Services Student Assistant*

Des Moines, IA

Jun 2022 – Dec 2023

- Delivered research support to over 100 students and faculty annually via chat, phone, and in-person inquiries, maintaining a response time that ensured fewer than 5 unresolved requests at any given time.
- Improved library user satisfaction by 10% through prompt issue resolution at the circulation desk, fostering a positive experience and encouraging continued use of library resources.

### Drake DATA Club

*Secretary*

Des Moines, IA

Sep 2021 – Dec 2022

- Streamlined club communication for 50+ members by revising and maintaining the member database, achieving a 95% engagement rate for events, meetings, and activities.
- Facilitated efficient club operations by coordinating meeting schedules, recording minutes, and ensuring timely follow-ups, enhancing member participation and organizational transparency.
- Increased event attendance and community engagement through strategic communication tools with club leadership to promote events and initiatives.