

CHI (ALISON) DANG

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EDUCATION

Drake University

Bachelor of Science in Computer Science and Data Analytics

Des Moines, IA

08/2020 – 12/2023

- **Minor:** Business Administration
- **Honor & Award:** Presidential Scholarship, International Student Grant Scholarship
- **Certification:** IBM Data Science, Meta Front-End Developer.

PROFESSIONAL EXPERIENCE

Lake Bellevue Dental Care, Inc.

Bellevue, WA

Business Operations Analyst

07/2025 – Present

- Optimized end-to-end business operations using **Eaglesoft analytics**, improving appointment scheduling efficiency by **45%** and eliminating key workflow bottlenecks.
- Analyzed billing and collections data, implementing process improvements that reduced payment cycle time **by 30%** and increased revenue collection **by 45%**.
- Maintained a **HIPAA-compliant** patient database with **100% accuracy across 1000 records**, ensuring data privacy and regulatory compliance.

Il Mulino Di Valenzano Bakery

Franklin Park, IL

Sales Data Analyst

05/2024 – 07/2025

- Built dynamic reporting dashboards in **Excel** to optimize product availability, improving stock accuracy **by 25%** and reducing manual processes **by 30%**.
- Elevated customer satisfaction **by 15%** through **data-driven workflow optimization**, analyzing purchasing patterns in **QuickBooks** to inform product placement and sales strategies.

EMC Insurance Companies

Des Moines, IA

Strategic Analyst Intern

05/2023 – 08/2023

- Improved data integrity **by 20%** for **Michigan regulatory reporting** through optimized **Denodo SQL** queries and **Excel** workflows, ensuring compliance with state insurance regulations for quarterly filings.
- Reduced reporting time by 30% and improved data accuracy **by 15%** through automation of recurring product reports using the **Denodo SQL** platform.

RELATED PROJECTS

Consumer Demographics and Recommendations for Personal Skincare – Individual Project

- Built predictive models in **R (Decision Trees, Random Forests)** to identify high-value users with **89% accuracy**, enabling targeted retention strategies and personalized marketing.
- Utilized **SAS Generalized Linear Models (GLMs)** to segment 10,000+ customer records by behavioral and demographic attributes, optimizing skincare campaign personalization and engagement rates.

Personal Portfolio Website – Individual Project

- Designed and developed a responsive portfolio website using **HTML5, CSS3, and JavaScript (React.js)** to showcase data analytics projects and technical skills, implementing modern **UI/UX principles** for optimal user experience across devices.
- Deployed and maintained the website using GitHub Pages with version control workflows, ensuring continuous updates and 99% uptime for professional branding.

SKILLS

- **Programming Languages:** Python, R, SQL, SAS, and JAVA.
- **Tools:** Excel (Advanced), Power BI, Tableau, QuickBooks, Denodo.
- **Databases:** MySQL, PostgreSQL, NoSQL.
- **Web Technologies:** HTML5, CSS, and JavaScript (Node.js and React.js).
- **Other:** GitHub, Microsoft Office, TeamDynamix, Jira, Slack, and Figma.

ADDITIONAL EXPERIENCE

Drake University ITS

Des Moines, IA

Front Desk Student Technician

03/2021 – 09/2023

- Resolved **over 50 monthly technical issues** via **TeamDynamix**, streamlining escalations and minimizing campus downtime.
- Installed software, configured systems, and maintained devices for faculty, staff, and students, reducing recurring issues **by 20%** and ensuring smooth campus operations.

Application Systems Analyst Student Technician

06/2022 – 09/2023

- Handled over 300 computers, including **Macs, Windows, and PCs**, across faculty, staff, and lab environments, increasing efficiency by **20%** and saving the department **approximately \$5,000** annually.
- Troubleshoot imaging and software issues with cross-functional teams, cutting deployment errors **by 15%** and ensuring smooth campus operations.