

# ALISON (CHI) DANG

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## PROFESSIONAL EXPERIENCE

### Il Mulino Di Valenzano Bakery

*Sales Analyst*

Franklin Park, IL  
May 2024 – Present

- **Sales Analyst:** Implemented advanced Excel formulas and pivot tables to streamline inventory tracking and sales reporting, increasing stock accuracy by 25% and reducing administrative workload by 30% for a high-demand luxury catering company.
- **Operations Process Improvement:** Analyzed and optimized sales and operational workflows using Excel, reducing catering service delays by 15% and increasing customer satisfaction.
- Led development of customer feedback analytics framework that translated purchasing patterns into actionable sales strategies, resulting in optimized service offerings.

### EMC Insurance Companies (top 60 insurance firm in US with 2,500 employees)

*Intern – Strategic Analyst*

Des Moines, IA  
May 2023 – Aug 2023

- **Data Accuracy:** Optimized reporting through Advanced Denodo SQL and Excel-based data integration, improving Michigan Work Compensation policy accuracy by 10% and enhancing processing efficiency while ensuring regulatory adherence.
- **Reporting Automation:** Developed SQL-based scripts and Excel templates to automate monthly reporting processes, boosting accuracy and efficiency and streamlining workflows for the strategic analytics team.

### Drake University (Information Technology Support Center)

*Imaging Student Technician*

Des Moines, IA  
June 2022 – Sept 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.
- Troubleshooted imaging and software compatibility issues with cross-functional teams at ITS, reducing deployment errors by 15% and ensuring smooth campus-wide operations during peak deployment times.

### Drake University (Information Technology Support Center)

*ITS Support Center Student Tech*

Des Moines, IA  
Mar 2021 – Sept 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 students, ensuring the seamless operation of campus IT resources and contributing to a 20% reduction in recurring technical issues.

## EDUCATION

### Drake University

*Bachelor of Science*

Des Moines, IA  
Aug 2020 – Dec 2023

- Major: Computer Science and Data Analytics, Minor in Business Administration
- Awarded Presidential Scholarship and International Student Grant Scholarship

## ACADEMIC PROJECTS, LEADERSHIP AND COMMUNITY ENGAGEMENT

### Machine learning with R & SAS: Consumer Demographics & Recommendations for Personal Skincare

Des Moines, IA  
Nov 2023 – Dec 2023

- Leveraged SAS Generalized Linear Models to analyze demographics and segment customers, providing data-driven insights that enhanced marketing strategies and personalized product offerings.
- Generated machine learning models (Decision Trees, Random Forests) in R to enhance premium skincare marketing strategies by predicting high-value customer segments with 89% accuracy.

### Drake University

*Peer Research and Access Services Student Assistant*

Des Moines, IA  
June 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.

### Drake DATA Club

*Secretary*

Des Moines, IA  
Sept 2021 – Dec 2022

- Streamlined club communication for 50+ members by revising and maintaining the member database, achieving a 95% engagement rate for events, meeting, and activities.
- Facilitated efficient club operations by coordinating meeting schedules, recording minutes, and ensuring timely follow-ups, enhancing member participation and organizational transparency.

## SKILLS

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