

# CHI DANG

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## SKILLS

- **Programming Languages:** Python, R, SQL, SAS, and JAVA.
- **Web Technologies:** HTML5, CSS, and JavaScript (NodeJS, 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

Franklin Park, IL

#### *Inventory and Supply Chain Analyst*

May 2024 – Present

- Optimized inventory management, resulting in a 50% reduction in administrative overhead and improved accuracy of stock counts.
- Developed and implemented sales strategies specific to the luxury airline catering market, driving a 10% increase in overall sales performance.
- Managed cross-team coordination to streamline catering services, achieving a 15% reduction in operational delays for catering services.
- Collected and analyzed client feedback to identify areas for service improvement, leading to enhanced product offerings and client satisfaction.

### EMC Insurance Companies

Des Moines, IA

#### *Intern – Strategic Analyst*

May 2023 – Aug 2023

- Enhanced data accuracy, reporting efficiency, and time savings by 10% through strategic utilization of Denodo SQL queries for the Work Comp Michigan Cancelled Policies project ensuring compliance with Michigan government regulations.
- Increased monthly report accuracy and efficiency by over 3% through advanced SQL querying and Excel data management within a collaborative strategic analytics team.

### Drake University

Des Moines, IA

#### *Support Center Imaging Student Tech*

Jun 2022 – Sep 2023

- Increased configuration efficiency by 20% and decreased deployment costs by 15% by deploying over 300 computers using automated scripting and bulk imaging techniques for faculty, staff, and labs.
- Collaborated with cross-functional teams to identify and resolve software compatibility issues, reducing deployment errors by 25% and improving overall system reliability.

### Drake University

Des Moines, IA

#### *Support Center Student Tech*

Mar 2021 – Sep 2023

- Delivered Tier 1 technical support for over 400 students, faculty, and staff by rapidly resolving over 500 IT issues annually through expertise in troubleshooting, diagnostics, and repair.
- Resolved over 300 IT issues annually by utilizing advanced troubleshooting tools and methodologies, resulting in a 50% decrease in response times and a 10% boost in customer satisfaction.

## EDUCATION

### Drake University

Des Moines, IA

Bachelor of Science in Computer Science and Data Analytics, Minor in Business Administration

Aug 2020 – Dec 2023

- **Honor/Awards:** 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 predictive models that achieve 88.9% accuracy for targeting premium skincare products for customers with incomes over \$50K using in-depth data cleaning and analysis in R.
- Boosted model accuracy and customer engagement by implementing SAS-based Generalized Linear Models (GLMs)

### Drake University

Des Moines, IA

#### *Peer Research and Access Services Student Assistant*

Jun 2022 – Dec 2023

- Provided comprehensive research assistance to over 100 students and faculty annually through chat and phone, ensuring less than 5 pending inquiries at any time.
- Achieved a 10% increase in patron satisfaction by swiftly resolving circulation desk issues, facilitating positive interactions, and driving loyalty among library visitors.

### Drake Association of Technology Advancement (DATA) Club

Des Moines, IA

#### *Secretary*

Sep 2021 – Dec 2022

- Revised and updated the communication database for 50+ members, ensuring each member received timely information on club events, meetings, and activities.
- Maintained an up-to-date club activity database with a 95% accuracy rate by regularly inputting new information and verifying existing data entries to support informed decision-making processes.