

# CHI (ALISON) DANG

206-724-8576 | [alisondang61@gmail.com](mailto:alisondang61@gmail.com) | [LinkedIn](#) | [Portfolio](#) | [GitHub](#) | Seattle, WA

## EDUCATION

### Drake University

*Bachelor of Science*

Des Moines, IA

08/2020 – 12/2023

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

## PROFESSIONAL EXPERIENCE

### II 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

*Business Data 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 **Denodo SQL** platform.

## 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.

## 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.

## ADDITIONAL AND LEADERSHIP 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 **MacOS, 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.

### Drake University Cowles Library

Des Moines, IA

*Peer Research and Access Services Student Assistant*

06/2022 – 12/2023

- Provided research support for 50+ annual student and faculty requests while maintaining library database accuracy, improving response efficiency and streamlining resource management operations.

### Drake DATA Club

Des Moines, IA

*Secretary*

09/2021 – 12/2022

- Streamlined communication and operations for 50+ members as Secretary, **achieving 95%** event engagement through coordinated scheduling, detailed meeting minutes, and timely follow-ups that enhanced participation and organizational transparency.