CHI (ALISON) DANG

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PROFESSIONAL EXPERIENCE

Il Mulino Di Valenzano Bakery — Franklin Park, IL
Sales Analyst — *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:** Improved customer satisfaction by 15% through the streamlining of sales and operational workflows using Excel.
- 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) — Des Moines, IA
Intern – Strategic Analyst — *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 (ITS) Center) — Des Moines, IA
Front-desk Student Technician — *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.

Imaging Student Technician — *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.

EDUCATION

Drake University — Des Moines, IA
Bachelor of Science — *Aug 2020 – Dec 2023*

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

ACADEMIC PROJECT

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.

LEADERSHIP AND COMMUNITY ENGAGEMENT

Drake University (Cowles Library) — Des Moines, IA
Peer Research and Access Services Student Assistant — *June 2022 – Dec 2023*

- Provided research support to over 100 students and faculty annually through chat, phone, and in-person inquiries, implementing a streamlined query categorization system that improved response times and ensured fewer than 5 unresolved requests at any given time.

Drake DATA Club — Des Moines, IA
Secretary — *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.