CHI DANG

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SKILLS

- **Programming Languages:** Python, R, SQL, SAS, and Java.
- **Web Technologies:** HTML5, CSS, and JavaScript (Node,js, 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
Data Analyst

Franklin Park, IL
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.
- Conducted in-depth analysis of customer feedback, identifying areas for improvement and enhancing client satisfaction.

EMC Insurance Companies
Intern – Strategic Analyst

Des Moines, IA
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
Support Center Imaging Student Tech

Des Moines, IA
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
Support Center Student Tech

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

Des Moines, IA
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
Peer Research and Access Services Student Assistant

Des Moines, IA
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
Secretary

Des Moines, IA
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.