

Charlie Pham

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WORK EXPERIENCE

FPT Information System

12/2023 - Present

Data Analyst

- Graph Database and Chatbot Development using Neo4j, Apache Spark, Airflow.
- Led Neo4j graph database integration, including data modeling, data migration and quality checks.
- Used Spark and Airflow for ETL processes for data transition to enhance database efficiency.
- Solution Proposal Contributor: Customer360 & Big Data Analytics for Banking.
- Formulated a Customer360 solution for banking, integrating Big Data and AI analytics.
- Designed AI strategies for customer engagement, ensuring regulatory compliance.
- Collaborated on tech solutions for banking, focusing on data-driven insights.

PwC Switzerland Power BI Job Simulation on Forage

05/2024 - 05/2024

Data Analyst

- Completed a job simulation to enhance PowerBI skills, improving understanding of client needs and data visualization requirements.
- Showcased proficiency in data visualization by creating Power BI dashboards that effectively communicated KPIs.
- Demonstrated capability to meet client demands with well-designed solutions.
- Exhibited strong communication skills through clear and informative email exchanges with engagement partners.
- Provided valuable insights and actionable recommendations based on data analysis.
- Applied analytical problem-solving abilities to examine HR data, focusing on gender-related KPIs.
- Identified root causes for gender balance issues at the executive management level, underscoring dedication to data-driven decision-making.

Standard Bank Data Science Virtual Job Simulation on Forage

05/2024 - 05/2024

Data Science

- Proposed automated solution to reduce home loan application processing time from days to seconds using AI and ML.
- Analyzed historical loan applications, managed missing data, scaled features, and converted categorical data to numerical.
- Developed and compared AutoML and traditional ML models, achieving 79% and 77% accuracy respectively.
- Recommended bespoke model for better understanding and quicker training despite slightly lower accuracy, with plans for further iteration and improvement.
- Delivered clear presentations and actionable recommendations to stakeholders, ensuring project alignment with business objectives.

LG Electronics Vietnam

07/2020 - 03/2021

Logistics Analyst

- Managed and optimized delivery monitoring using ERP and Excel.
- Cost verification and making logistics cost reports, using PowerBI to visualize.
- Analyzed delivery lead times to enhance operational efficiency.
- Utilized Microsoft Excel for serial number management and warranty tracking.
- Stock transfer and stock management using ERP.

FPT Information System

10/2019 - 03/2020

Sales Support

- Managed contracts, bidding documents.
- Managed post-sales customer engagement and data-driven follow-ups.

PROJECTS

Customer clustering

Implemented machine learning models (KNN) to enhance customer targeting and segmentation.

Predicting house rental price in Melbourne

Developed a predictive model based on housing attributes, optimizing pricing strategies.

Ranking top 3 out of 20 teams in the class on Kaggle.

Prostate Cancer Classification

Employed advanced data analytics to identify and classify prostate cancer growth patterns.

Map Reduce and DASK

Managed large datasets, manipulated content, and extracted insights from threads and tweets.

Visualization with Tableau

Utilized Tableau to analyze the Most Streamed Spotify Songs of 2023, creating five visualizations aimed at providing predictive analytics for Sony Music's Chief Marketing Officer. These visualizations are designed to enhance decision-making by identifying trends and insights from the streaming data.

MY SKILLS

Programming Languages: Python, R.

Data Analysis and Data Visualisation tools: Tableau, Power BI, SQL, Excel Macro (VBA).

Database: Snowflake, Neo4j GraphDB, MySQL, MongoDB.

Transferable Skills:

- Strong quantitative, analytical and problem-solving skills.
- Excellent attention to detail with diligent.
- Highly organised, with the ability to work to deadlines, multi-task, prioritise and re-prioritise workload as needed.
- Proactive, with the ability to work effectively within a fast-paced and high-pressure environment.
- Quickly adapt to cope with changing products, processes and procedures.

Specialisation: Logistics, Supply Chain, Business.

QUALIFICATIONS

MACQUARIE UNIVERSITY

07/2021 - 11/2023

Master of Business Analytics - WAM 80/100

- High Distinction: Techniques in Business Analytics, Big Data Technologies, Mathematical Modelling.

HANOI UNIVERSITY OF SCIENCE AND TECHNOLOGY

09/2016 - 06/2020

Bachelor of Business Administration - WAM 72/100

NEO4j

01/2024

Neo4j Certified Professional Certificate

MICROSOFT

04/2023

DP-900: Microsoft Azure Data Fundamentals Certificate