

Leila Nguyen — Data Analyst

Years of Experience: 13

Master of Science in Information Systems

LEILA NGUYEN

DATA ANALYST

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SUMMARY

Versatile Data Analyst with 13 years of experience across retail, fintech, healthcare, and enterprise sectors. Expert in translating complex datasets into actionable insights using advanced SQL, Python, and BI tools. Adept at leading cross-functional teams, building predictive models, and driving data-driven decision making.

- SQL
- Python
- R
- Tableau
- Power BI
- Data Modeling
- Statistical Analysis
- Machine Learning
- ETL
- Data Visualization
- Agile Methodologies
- Project Management

EXPERIENCE

- Conducted data quality assessments and identified gaps in data collection processes.
- Developed reporting templates to monitor key performance indicators for the sales team.
- Collaborated with IT to optimize data extraction from legacy systems.
- Prepared executive summaries and dashboards to support quarterly business reviews.
- Designed and maintained SQL queries to extract, transform, and load data from multiple retail POS systems.
- Built interactive Tableau dashboards tracking inventory levels, customer acquisition costs, and regional sales performance.
- Performed cohort analyses to understand churn rates and inform targeted marketing campaigns.
- Presented findings to senior management, resulting in a \$2 M cost-saving initiative.
- Led a team of analysts to develop predictive models for loan default risk using Python and scikit-learn.
- Automated monthly reporting pipelines, reducing report generation time by 70 %.
- Integrated external market data feeds into the risk engine, improving model accuracy by 15 %.
- Collaborated with product and compliance teams to ensure models met regulatory standards.
- Oversaw a team of analysts across clinical, financial, and operational domains.
- Implemented a company-wide data governance framework to enhance data quality and security.
- Developed BI solutions enabling real-time monitoring of patient outcomes and cost-efficiency.
- Facilitated cross-department workshops to align analytical initiatives with organizational strategy.
- Designed and deployed end-to-end data pipelines using Snowflake and dbt, improving data freshness for sales forecasting.
- Applied machine-learning techniques to predict market trends, achieving a 12 % increase in forecast accuracy.
- Worked closely with the marketing team to segment customers and personalize outreach campaigns.
- Authored technical documentation and conducted training sessions for new hires.

EDUCATION

Master of Science - Information Systems
University of Waterloo, Waterloo, Ontario, Canada, 2010.