

Chien Phan

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Summary: Analytical and detail-oriented Business Analytics graduate with hands-on experience in data analysis, visualization, and process improvement. Proficient in Python, R, SQL, Excel, Power BI, and Tableau, with a strong foundation in translating data into actionable insights to support business decisions across dynamic environments.

EDUCATION

University of California, Riverside | *Riverside, CA*

September 2024-June 2025

Master of Business Analytics - GPA: 3.94.

University of California, Berkeley | *Berkeley, CA*

January 2016 -December 2021

Bachelors of Science— Molecular Cellular Biology

PROFESSIONAL EXPERIENCE

Business Analyst at *Beauty Salons*

October 2023 - Sept 2024 | Los Angeles, CA

- Researched and implemented an advanced inventory tracking system, decreasing waste by 50% and improving resource allocation through data-driven insights and optimized procurement strategies.
- Streamlined procurement procedures, which led to cost savings and better supplier relationships through strategic analysis of vendor performance and negotiation tactics.
- Developed and managed staff schedules, enhancing employee satisfaction and customer service ratings by 30% through effective resource allocation and performance evaluation.

Sales Analyst at *Sunbit*

August 2022 - October 2023 | Los Angeles, CA

Analyzed sales performance data using Power BI, identifying trends to optimize lead generation strategies.

- Utilized Power BI to analyze sales data, identifying trends to optimize lead generation strategies and providing data-driven insights for enhanced sales performance.
- Developed data-driven sales forecasting models, improving efficiency in outbound call targeting by 20% by utilizing predictive analytics and market trends.
- Collaborated cross-functionally to automate processes for new SDR onboarding, reducing ramp-up time by 35% by applying analytical solutions and streamlined workflows.
- Improved client engagement metrics, offering insights that improved strategic decision-making and increased client retention by overhauling client communication.

Emergency Medical Transporter at *Royal Ambulance*

June 2017 - December 2018 | San Leandro, CA

- Delivered EMT care, ensuring prompt hospital transport, improving patient outcomes & satisfaction by providing prompt medical attention and patient-focused service.
- Enhanced multitasking ability by collaborating with a diverse team, leading to more efficient emergency response operations and providing effective teamwork.

TECHNICAL PROJECTS

Housing Price Data Analysis - Python, Power BI

- Applied PCA and built regression models to predict house prices. Random Forest model performed best.
- Analyzed geographic price trends and segmented properties using K-Means with PCA.
- Created Power BI dashboards to visualize pricing clusters and borough-level insights

NYC flights delays prediction - R, Power BI

- Cleaned 300K+ flight records, modeled delays using regression and logistic classification (66% accuracy).
- Built an interactive app for delay forecasts by airport, airline, month, and destination.
- Used ggplot2 and Power BI to visualize trends, seasonality, and carrier performance

TECHNICAL SKILLS

SQL, R, Python, AI, Excel, Power Query, Tableau, Power BI, Salesforce Administration, Data Visualization, Data Analysis, Data Modeling, Business Operations, Forecasting, Process Improvement, Generative AI, Agile Methodologies, ERP system, SAP, KPI Development.