

Gia Long Bao Hung

DATA ANALYST/BUSINESS INTELLIGENCE

Tan Phu District •



CAREER OBJECTIVES

Finance professional with a strong background in banking, transitioning into data analysis with a focus on business analytics. After completing a 6-month **data analyst certification** at CoderSchool and earning a Master's degree in Finance, I am eager to apply my skills in business data analysis. My goal is to become a senior data analyst within the next 1-2 years, contributing to data-driven decision-making and business growth.

SKILLS & PROJECT

TECHNICAL SKILLS

- **Analytic Techniques:** Data Processing, Descriptive Analytics, Regression Analysis, Time Series Forecasting
- **Programming:** Python, SQL
- **Tools and Visualization:** Data Visualization with Seaborn and Matplotlib; Dashboard Building with Power BI

SOFT SKILL: Critical Thinking, Presentation, Problem Solving

PROJECT (Video Included) - Advanced Retail Chain Analysis: Customer Segmentation and Forecasting

[https://\[redacted\]/drive/folders/1qs69MVIJVaHxqLAt6wNElZNWTdZJkQGM?usp=sharing](https://[redacted]/drive/folders/1qs69MVIJVaHxqLAt6wNElZNWTdZJkQGM?usp=sharing)

Conducted a comprehensive analysis of sales to identify peak sales trends, segment customers using the **RFM model**, and forecast future sales with **SARIMA model**.

EXPERIENCE

Client Services Officer | June 2023 – September 2023

ANZ Bank Vietnam Limited

- Responsible for the daily running and management of the Calls and Customers request via mail to ensure customer's call are constantly well managed to resolve customer's problem in a timely manner within the SLA, meeting customer's expectations and achieving customer's delight.

Int'l Settlement Dept- Senior | June 2022– February 2023

Vietnam Thuong Tin Commercial Joint Stock Bank

- Process Import/Export Letters of Credit, Import/Export Bills, Import/Export-related financing, Documentary collection services (DP/DA)
- Submit daily, monthly, semi-annual report to SBV
- Perform all internal report related to data of international payments total sales and charges of Inward & Outward transactions

Trade Operations Officer | November 2019 – April 2022

Vietnam Export Import Commercial Joint - Stock Bank.

- Process Import/Export Letters of Credit, Import/Export Bills, Import/Export-related financing, Documentary collection services (DP/DA)

EDUCATION

DataScience Track - CoderSchool - Graduation 2024

- Intensive course (20+ hours per week) focusing on fundamentals of Data Analysis with Python, SQL, statistical techniques, and machine learning models
- Practice hands-on Data Analysis project with real-world application

Master's degree - University of Economics Ho Chi Minh City - Graduation 2024

Bachelor's degree - HOA SEN University - Graduation 2018

IELTS - IDP International - Graduation 2018

IELTS 6.0/9