Dinh Khanh Dang

https://www.linkedin.com/in/khanhdangdinh/
dang.dinhkhanh0404@gmail.com
Cheltenham VIC 3192
+61 481 594 497

Education

Monash University   Melbourne, Australia
Master of Data Science   2024 - Current
Expected Graduation Date: Dec 2025

RMIT University   Ho Chi Minh, Vietnam
Bachelor of Engineering in Software Engineering (Honours)   2016 - 2021

Published paper: A Complete Text-Processing Pipeline for Business Performance Tracking   *2022*
(The Australasian Conferences on Information Systems)

Linköping University   Linköping, Sweden
Bachelor of Engineering in Software Engineering   2018 - 2019

Skills

Python, scikit-learn, PySpark, Databricks, Structured Query Languages (PostgreSQL, SQL Server, Presto), BI tools (Power BI, Amazon QuickSight, Metabase), Office Suite.

Experience

Grab Holdings Inc.   Ho Chi Minh, Vietnam
Data Analyst   Jun 2022 – Mar 2024

Grab, a multi-billion-dollar tech giant, leads Southeast Asia's digital transformation with its comprehensive suite of services, including transportation, food delivery, and digital payments.

- Performed ETL tasks and optimized data pipelines using SQL and Python in Databricks, enabling real-time KPI updates for enhanced decision-making capabilities.

- Conducted in-depth data analysis and provided insightful ad-hoc queries using SQL, Python, and Excel to troubleshoot performance issues and drive strategic improvements across various teams.

- Developed an automated bank reconciliation solution using Python and Google Sheets API, resulting in monthly time savings of 300 working hours for the Controllership team by reconciling data between internal transaction records and multiple bank statements.

- Built a machine learning model to forecast company operational and financial performance. Achieved a 5% error rate for next month's GMV, streamlining manual workload and enhancing budget evaluation and scenario analyses.

- Led a 12-member cross-functional team to create a comprehensive data glossary, standardize dashboard development processes, design user-friendly dashboard UI templates, and establish secure access protocols.

Katalon   Ho Chi Minh, Vietnam
Data Analyst / Product Analyst   Sep 2020 – Jun 2022

Katalon is a pioneering global tech company at the forefront of test automation solutions, empowering organizations worldwide with its innovative software testing platform.

- Designed and implemented a highly effective supervised machine learning model that accurately predicted product qualified leads (PQLs), resulting in a 60% reduction in unqualified leads and a significant improvement in the sales team's efficiency.

- Collaborated closely with Product Manager/Product Owner to research and establish metrics and definitions to effectively monitor product performance.

- Leveraged expertise in PostgreSQL and Presto to extract and transform raw data, providing the foundation for meaningful data visualization.

- Designed interactive, semi-real-time dashboards using Power BI and Amazon QuickSight, offering stakeholders insights into critical business metrics.

- Conducted sophisticated customer segmentation analysis to identify and understand the unique needs of various customer groups, driving informed product decisions.

- Provided expert ad-hoc analysis to support data-driven decision-making across multiple teams, including Marketing, Sales, Product, and Operations.