

**Khanh Dang Dinh**  
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### Education

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<b>RMIT University</b> Bachelor's degree in Computer Software Engineering.	Ho Chi Minh, Vietnam 2016 - 2021
Published paper: A Complete Text-Processing Pipeline for Business Performance Tracking (The Australasian Conferences on Information Systems)	2022
<b>Linköping University</b> Bachelor's degree in Computer Software Engineering.	Linköping, Sweden 2018 - 2019

### Experience

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<b>GRAB</b> <b>Business Analyst</b>	Ho Chi Minh, Vietnam Jun 2022 – Jan 2023
<ul style="list-style-type: none"><li>• Lead a project consisting of 12 members from different teams that develop a country data glossary, standardize the dashboard development process, provide dashboard/report UI design templates and establish a dashboard access approval flow.</li><li>• Developed and maintained dashboards using PowerBI to provide a holistic view of the performance of multiple teams. They are in the top 8% of the most viewed reports in the organization.</li><li>• Created analytical data sources and data pipelines for auto-update by using SQL and Python in Databricks.</li><li>• Provided deep dive analysis/ad-hoc queries to investigate unusual signal problems for different teams using SQL, Python, and Excel.</li></ul>	
<b>KATALON</b> <b>Data Analyst</b>	Ho Chi Minh, Vietnam Sep 2020 – Jun 2022
<ul style="list-style-type: none"><li>• Developed a supervised machine learning model that predicts the PQLs based on users' usage information. The predicted PQLs helped to reduce the sales team's effort by dropping the unqualified leads (~60% of the total).</li><li>• Work closely with the Product Manager/Product Owner to research and determine the proper metrics and definitions to monitor the products' health.</li><li>• Extracted and transformed raw data by using PostgreSQL and Presto to prepare for the visualization stage.</li><li>• Produced interactive semi-real-time dashboards by using Power BI and Amazon QuickSight.</li><li>• Identify and segment the customer groups by their needs when coming to the product.</li><li>• Provided ad-hoc analysis to support business decisions of different teams such as Marketing, Sales and Product.</li></ul>	

### Skills

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**Technical:** Python, Structured Query Languages (PostgreSQL, SQL server, Presto); BI tools (Power BI, Amazon QuickSight, Metabase).  
**Language:** English and Vietnamese.