DALENA DANG
JUNIOR DATA SPECIALIST

☼ : Toronto, Ontario, Canada • ☎ : +1-437-269-5373 • ✉ : itsddang@gmail.com • in : https://linkedin.com/in/dalena-dang/

PROFESSIONAL SUMMARY

Experienced IT professional with a strong foundation in data analysis, relational and non-relational database designs, regression testing, incident management, and documentation. Seeking a new career where I can leverage and further expand my skills in the dynamic field of technology.

SKILLS

- Defining Requirements
- SQL(Oracle SQLite, MySQL)
- ETL (Extract, Transform, Load)
- Database Modeling
- Data Quality
- Data Analysis
- Analytical Skills
- Statistical Analysis
- R Programming (RStudio)
- Data Visualization
- Excel
- Python Scripting
- Problem Solving
- Communication
- Collaboration

HIGHLIGHTS & PROJECTS

- Data Visualization: utilized RStudio, MATLAB, and Tableau for data interpretation, assisting in informed decision-making
- Data/Statistical Analysis: applied transformation techniques to create dashboards for monitoring performance metrics
- RDBMS Designs: developed relational databases in MySQL and SQLite, ensuring adherence to multiplicity rules and key constraints
- Entity-Relationship Conceptual Modeling: proficient in Chen, Crowfoot, and UML notations for conceptual modeling
- Project Management: divided projects into achievable tasks for successful planning, designing, and implementation.

PROFESSIONAL EXPERIENCE

Junior Data Analyst   February 2024 to Present
FIU Regulatory Reporting - Anti-Money Laundering, CIBC – Toronto, Ontario (Remote)

- Proficient in gathering, organizing, and interpreting data with strong systematic thinking, analytical, and data entry skills
- Demonstrated organization, attention to detail, and administrative capabilities
- Self-motivated and proactive, adept at working remotely with minimal supervision, identifying and promptly addressing any information gaps
- Effective communicator with excellent interpersonal skills, skilled at navigating various situations with diplomacy and discretion
- Possess fundamental understanding of client business operations, transactions, and handling confidential information
- Leveraged technical skills while utilizing Office 365 tools (Excel, Outlook, PowerPoint, SharePoint) and internal banking systems.

Network Support Analyst (Contract)   February 2023 to December 2023
Metrolinx – Toronto, Ontario (Hybrid)

- Utilized Microsoft Excel functions and PowerShell scripting to handle tasks and incidents within ServiceNow, adhering to SLAs as defined by ITIL
- Completed remote deployment, patching, maintenance, and troubleshooting of software assets through SCCM
- Effectively delivered communication and problem-solving through chatbot for technical issues to obtain KPI scores of above 89%
- Produced technical support documentation in the KB to assist the Service Desk team in reducing IT-support call volumes by ~20%
- Updated asset and inventory records accurately in the Service Management tool.

IT Service Technician, Tier II   October 2021 to February 2023
Scarborough Health Network – Scarborough, Ontario

- Conducted extensive hardware and software integration testing before the production environment deployment of Ontario's unified medical system
- Tested application changes in the UAT environment and deployed approved application patches to devices through the network via SCCM
- Applied systems knowledge to patch switches, configure ports/VLANs, and connect hundreds of medical devices onto the network
- Registered, re-imaged and encrypted assets using BIOS, ensuring security and AD OU group policy assignments
- Prioritized patient safety while providing end-user IT support; competitively resolving a minimum of 50 incidents per workday.

Technical Support Analyst Intern   May 2021 to October 2021
900 Solutions Corporation – Markham, Ontario

- Assisted in the implementation and support of IT systems encompassing infrastructure, security, Active Directory, MS Exchange, and digital storage
- Automation Scripting: utilized Task Scheduler and batch scripts to execute patch updates for client software, OS, and hardware assets
- MySQL Database: collected customer data upon guest WiFi registration for email newsletter subscriptions, increasing sales by 8%
- Network/Security: enhanced network stability and accessibility by configuring VPNs, firewalls, and DDNS for remote management
- Telecommunication: assisted in engineering a multi-tenant solution on a PBX controller, reducing expenses by ~$9,750 annually.

EDUCATION

Honours Bachelor of Commerce (BCom) – Information Technology E-Commerce Development   September 2021 to *April 2025**
York University – Toronto, Ontario

International Honours Bachelor of Science (iBSc) – Computer Science   September 2019 to August 2021
York University – Toronto, Ontario

Ontario College Diploma – Architectural Technology   *Conferred:* September 2015 to April 2017
George Brown College – Toronto, Ontario