

DANG DUY DINH

dangdinh030@gmail.com | 919 – 746 – 2989 | [Linkedin.com/in/dang-dinh](https://www.linkedin.com/in/dang-dinh) | Raleigh, NC

EDUCATION

North Carolina State University | Raleigh, NC

Bachelor of Science in Business Administration, Information Technology

Bachelor of Arts in Economics

Graduation: May 2025

GPA: 3.95 | Dean's list

Wake Technical Community College | Raleigh NC

Associate in Art

Graduation: May 2023

GPA: 4.0 | President's list

Relevant Courses: Business Data Communication & Networking, Economic and Business Statistic, Business Analytic, Database Management, Econometrics, System Analysis and Design, Information System Development

EXPERIENCE

Network Operation Center TELE Intern | OIT ComTech

May 2024 – May 2025

- Resolve 20+ service requests weekly, troubleshooting VoIP systems and configuring Cisco IP phones.
- Configure Cisco IP phones and maintain data accuracy across Call Manager, Unity Connections, PCR 360, and campus-wide E911 systems
- Collaborate with network analysts to ensure proper configuration of Cisco switches for VoIP and data devices
- Lead and mentor new interns while developing and maintaining the ComTech training manual
- Process service requests, conduct quality assurance reviews, and escalate complex technical issues to appropriate departments

Undergraduate Research | NC State University

October 2024 – May 2025

- Conducted in-depth analysis of Retrieval-Augmented Generation (RAG) implementations across multiple large language model platforms, providing comparative insights and performance evaluations under the guidance of Prof. Sarah Khan
- Researched and evaluated applications of RAG technology for educational environments, producing comprehensive documentation on technical capabilities, limitations, and potential use cases
- Tested and validated a prototype RAG-powered chatbot, delivering detailed findings and actionable recommendations to the engineering team to guide system enhancements.

Sales Assistant | Wolfpack Outfitter

August 2023 – December 2023

- Managed 20+ daily sales transactions while providing exceptional customer service in a fast-paced retail environment
- Maintained organized merchandise displays and inventory to support store operations and sales targets
- Utilized point-of-sale systems to process transactions and resolve customer inquiries efficiently

SKILLS

- **Programming Languages:** SQL, R, Python
- **Software & Tools:** Microsoft Office Suite (Intermediate, Simnet Certified), MySQL, RStudio, Tableau, JMP, Jira, ProjectLibre, Lucidchart/Visio, Anaconda, Qt Designer
- **Methodologies:** SDLC, Agile/SCRUM, Database Design, Business Process Analysis
- **Soft Skills:** Problem-Solving, Critical Thinking, Communication, Adaptability, Team Collaboration

PROJECTS

Adult Soccer League (CASL) Database, Database Management Course

- Designed and implemented a normalized (3NF) relational database for a 12-team soccer league to track team rosters, match schedules, and player statistics
- Created optimized SQL queries to generate league reports, performance analytics, and match scheduling
- Implemented complete database schema using MySQL with appropriate constraints and relationship

Economic Factor Effect on Home Value Research, Econometric Course

- Analyzed cross-sectional data on median home values across 50 U.S. states in 2022, examining the impact of economic factors such as unemployment rate, income per capita, and population growth rate
- Utilized R and Stata to perform statistical analysis and create data visualizations of findings.
- Applied multivariate regression analysis to identify key economic indicators influencing property market trends.

LEADERSHIP & ACTIVITIES

- **Business Analytic and Information Technology Club** | *NC State University* Active Member
- **Project Management Lite Program** | *NC State University* Active Member