Don Huynh
San Jose, CA | huynh.n.don@gmail.com

SKILLS & TOOLS

Software Tools: Microsoft Office [Excel, PowerPoint, Word], G-Suite [Spreadsheets, Drive, Docs], SQL, Tableau, Power BI
Languages: Python Scientific Stack [Pandas, NumPy, Matplotlib], JavaScript [React.js, Bootstrap, jQuery, Sass], HTML, CSS, Git
Certifications: Google Data Analytics by Google on Coursera, SQL HackerRank Certification [Advanced]

WORK EXPERIENCE

Intuit   **Mountain View, CA**
Quantitative Researcher, Business Analyst   *Jan. 2023 – Jun. 2023*
- o Identified recurring themes, process gaps, and behavioral causes across 350k+ TurboTax calls, and presented weekly insights and actionable recommendations to senior leadership.
- o Trained an AI powered speech analytics model to identify conversation themes and sentiment by analyzing over 500 customer calls and mapping out key customer and tax expert phrases, resulting in scalability across weekly analysis.
- o Created a user journey map that captured the customer's experience of over 1.2M users by identifying and analyzing 10 key performance indicators (KPIs) across TurboTax's Product, Digital, and Assisted spaces.

Intuit   **Arizona, Tus**
Business Analyst, Customer Success   *Jan. 2022 – Jun. 2022*
- o Conducted ad-hoc analysis and deep-dives on emerging/trending topics, new product experiences, product defects, and system and tools issues that resulted in 15 new implementations in the product. **[SQL (via AWS Athena), Excel, Google Sheet, Salesforce]**
- o Delivered presentations on findings and recommendations to cross-functional teams, resulting in changes that improved the customer experience and helped reduce contact volume. **[Google Slides]**
- o Leveraged SQL to pull data from multiple sources to create cohesive and informative visualizations to monitor KPIs and product feedback. **[Tableau, Excel]**

PROJECTS

Yelp, Customer Trend Analysis [SQL, NumPy, Pandas, Tableau, Python)
- o Performed explanatory data analysis across four datasets: reviews, businesses, pictures, and areas to analyze users' trend and impact among local businesses.
- o Gathered and documented analytical process, limitations, key findings, and metrics – found that users with "elite status" have a positive correlation on the popularity of local businesses.

Door Dash, Delivery Dataset Analysis [SQL, NumPy, Pandas, Excel, Tableau]
- o Analyzed one month's worth of sample delivery data in order to identify issues and propose solutions on how to improve the company's process.
- o Proposed a set of recommendations centered around restaurants, consumers, region, and drivers.

Rock Solid Industrial Parts – IT Strategy (Excel)
- o Determined a strategy to ensure a profitable future by improving the efficiency and effectiveness of the company's warehouse operations, sales procedures, distribution procedures, and technology infrastructure.

EDUCATION

San Jose State University   **San Jose, CA**
- o *B.A. Management Information Systems* 3.8 GPA, Networking & Data Communications, System Analysis and Design, Database Management Systems, Big Data, Business Strategy and Information Systems