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| Senior Analyst  Grina Hwang | (808) 206 5273 | ghwangz808@gmail.com  <https://www.linkedin.com/in/rinahhh/>  <https://grinaandmax.github.io/rinahwang.github.io/>  San Diego, CA |

# Summary

Dedicated Senior Analyst with a keen focus on delivering meaningful results. Proven ability to meticulously analyze complex business data to uncover strategic opportunities and facilitate informed decision-making. Excel at distilling actionable insights from vast datasets, empowering organizations to make well-informed choices that drive growth and efficiency. Adept at creating and interpreting detailed reports by data mining and producing compelling visualizations. Committed to optimizing operational processes, identifying trends, and recommending data-backed strategies for sustainable success.

# Skills

* SQL
* R
* Tableau
* Microsoft Excel, SharePoint, Teams, PowerPoint, and Project
* Salesforce
* Tableau
* Jira
* Confluence
* Azure DevOps

# Projects

IMDB Exploratory Data Analysis – Personal Project

* Utilized **R Studio’s** statistical functions and visualization libraries to generate summary statistics, histograms, box plots, and scatterplots, providing insights into IMDb data distribution, movie ratings, and trends.
* Conducted data cleaning tasks in **R**, including handling missing values, removing duplicates, and transforming data types to ensure the IMDb dataset was ready for analysis.
* Performed in-depth analysis on IMDb movie genres and ratings, including calculating genre frequency, average ratings, and visualizing trends over time, enabling a better understanding of the preferences and trends among IMDb users.

Bike Stores Sales Analysis – Personal Project

* Successfully created the "BikeStores" database in **SQL** Server and loaded the provided dataset by executing the 'create objects' and 'load data' **SQL** queries
* Connected the **SQL** dataset to an **Excel** workbook, skillfully creating PivotTables, PivotCharts, and interactive dashboards
* Proficiently linked the **Excel** dataset to **Tableau**, effectively utilizing features such as parameters, sets, and calculated fields to design interactive charts, filters, and an executive dashboard

# Work Experience

Sr. Engineering Operations Analyst **–** Qualcomm **–** San Diego, CAJuly 2022 - October 2023

Collaborated with customer engineering (CE) Leads to create compelling presentations for Extended Reality (XR), Compute, and Automotive departments, including XR, CE Leads, and Compute summits, by extracting data from Salesforce and Tableau, and designing charts and pivot tables.

* Sent monthly and weekly metrics; reduced average resolution time for engineers by 59% in the past year as well as increasing CE activity tracker usage by 42% in the past six months.
* Created and managed Salesforce dashboards and reports, Confluence, and SharePoint pages for various teams, providing weekly and ad hoc key performance indicators.
* Developed the foundation for XR capacity model by communicating and partnering with XR and Business team leads to gather project information to determine future headcount needs for 2024 and beyond.
* Generated weekly reports for Engineering Operations analysts, mapping North American CE engineers to their leads and running SQL scripts in DBVisualizer to obtain necessary data.
* Attended weekly meetings and tracked Action Items for various teams through SharePoint, Teams, Excel or Monday.com

Sr. Systems Analyst – U.S. Department of Veterans Affairs – San Diego, CA May 2021 - June 2022

Led trainings for over 400 participants and stakeholders across all Veterans Affairs (VA) data centers to collect data from over 1,000 records and to ensure enterprise-wide compliance with the Federal Information Technology Acquisition Reform Act (FITARA).

* Translated business requirements into technical requirements to the developers and conducted testing and evaluation on the user interface of the collection tool by utilizing Azure DevOps Server; reduced average project completion time by 15-20% by spotting any inefficiencies or errors in the detailed sprint planning, story mapping, backlog management, and UAT.
* Eliminated 20-25% of developer rework by effectively overseeing requirements, coordination meetings with client, teammates and developers, and refining project scope.
* Created and maintained a project schedule for each quarter.
* Translated inputted data to assist in producing reports and spreadsheets that provide status updates and tracked cost savings to leadership each quarter.
* Analyzed and evaluated data with client on a strategic plan to describe the agency’s consolidation and optimization of data centers; by utilizing the inputted data that was translated, we were able to meet the submission deadline each quarter and consistently score 100% on the accuracy of that data and exceed our projected total cost savings of $2-million+.

Jr. Analyst– B3 Group Inc. – North Chicago, IL April 2019 - May 2021

Coordinated with the architect and team lead to update blueprints by performing a field verification with teammates of over 20+ buildings and 5,000+ rooms at the Captain James A. Lovell Federal Health Care Center for all proper fields to include room name, room size, room number, room code, floor number, cost codes, signage name, data drops, telephone numbers, floor and wall finishes.

* Coordinated with the team lead to streamline the data collection utilizing Excel and compiling the data from over 5,000+ rooms; migration of data from the existing legacy Vista Automated Engineering Management System-Medical Equipment Reporting System (AEMS-MERS) to Defense Medical Logistics Support Facility Management (DMLSS-FM); and ensure that the information contained in the DMLSS-FM application and sustainment modules is current and accurate.
* Assisted team lead to create database applications and user interface with the FM application that allow for quick and easy retrieval of data; working closely with staff to ensure that business processes and workflows are being supported during the implementation of the DMLSS-FM application.
* Weekly meetings with team members, VA Program Manager, and B3 team leaders and provided status reports as well as training and briefing materials for users that enter DMLSS-FM.

# Education

Bachelor of Science in Data Science– Arizona State University – Tempe, AZ In Progress

Relevant Courses: Introduction to Java, Data in R & Python

Bachelor of Arts in Mathematics– Thomas Edison State University – Trenton, NJ March 2020

Relevant Courses: Introduction to Statistics, Linear Algebra

# Certifications

Certified ScrumMaster (CSM) – Scrum Alliance – San Diego, CA March 2022