Hien Le

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EDUCATION

Toronto Metropolitan University (TMU) **Toronto, ON, Canada**
- Bachelor of Science (BSc) in Computer Science | 2020 - 2024

TECHNICAL SKILLS

- **Machine Learning/Statistics:** LLMs, Statistical ML, Deep Learning, NLP, Data Mining, Data Science, Data Engineer, Feature Extraction
- **Software Tools:** R, Python (4+ yrs), SQL (NoSQL, MySQL, BigQuery, PostgreSQL) (2+ yrs), Bash/Linux/Unix Shell Scripting (3+ yrs), MATLAB (3+ yrs), Java, Git, Javascript, React, Swift, OpenGL, C/C++/C#, Typescript, SaaS, SAS, PMP, SharePoint, Jira, Visio, Outlook
- **Cloud platforms/Container technologies:** Google Colab, AWS, Jupyter Notebook; Docker, Kubernetes; API, Rest API, JSON

WORK EXPERIENCE

Data Analyst **Toronto, ON, Canada**
- *Covenant House Toronto - Non-profit Sector* Sep 2024 - Present
  - o **Leveraged data-driven insights:** Analyzed program effectiveness and youth engagement metrics using Python and SQL, leading to a **20% improvement** in resource allocation strategies.
  - o **Developed impactful visualizations:** Designed dashboards on SAP and Tableau to track key performance indicators (KPIs), helping stakeholders make informed decisions on youth services.
  - o **Enhanced data integrity:** Cleaned, processed, and validated large datasets from multiple sources, improving reporting accuracy and ensuring compliance with data governance policies.
  - o **Optimized operational reporting:** Automated monthly and quarterly reports, reducing manual reporting time by **30%** and enhancing efficiency in funding and program evaluations.
  - o **Collaborated on strategic initiatives:** Worked cross-functionally with social workers and leadership to translate data into actionable insights, supporting efforts to improve housing and employment outcomes for at-risk youth.

Research Assistant **Toronto, ON, Canada**
- *IAMLAB - Biomedical Engineering* May 2023 - Aug 2024
  - o **Applied advanced data models**: Utilized Python and MATLAB to train models achieving a **15% improvement** in accuracy through data modeling, data processing techniques, and data solutions.
  - o **Conducted in-depth research**: Investigated biomarker HER2 classification methodologies, demonstrating versatile expertise in digital pathology, statistical analysis, and model evaluation.
  - o **Optimized database efficiency**: Enhanced data management, prepared technical documentation, and research findings, ensuring clear communication of analytical results and presentation skills.
  - o **Transformed raw data into visualizations**: Created data visualization using advanced dashboard tools (e.g., Tableau, Power BI) to report SOX, business objectives, and key performance indicators (KPI).
  - o **Collaborated with prestigious institutions**: Partnered with the UHN to acquire over **500 raw data samples** through assembly and confluence, demonstrating data collection and effective communication skills.

Data Analyst Intern **Lam Dong, Vietnam**
- *HT General Clinic - Medical and Healthcare* May 2022 - Sep 2022
  - o **Queried and analyzed large datasets**: Managed over **700 patient records weekly** using SQL, Excel, and PivotTable for data analytics, user research, and pattern analysis proving organizational skills.
  - o **Automated database maintenance tasks**: Implemented scheduling transformation with innovative thinking to reduce manual labor, taking initiative, allowing interpersonal skills, resource reallocation and process improvement.
  - o **Developed predictive analytics models**: Forecasted patient visit trends and market performance with ETL, resulting in a potential 15% increase in monthly revenue through improved strategic planning.
  - o **Ensured data integrity and security**: Worked with a group of four professionals as a team player on policy development that improved business analysis, maintenance of data integrity and inventory control.
  - o **Generated detailed performance reports**: Great verbal and written communication skills, charting and graphing data with Tableau to provide insights, reducing decision making time and supporting cost-cutting measures.

Database Administrator **Toronto, ON, Canada**
- *Mathnasium - Mathematics Learning Center* Sep 2020 - Apr 2022
  - o **Developed real-time update system**s: Created root cause analysis updates on employee survey responses related to operational processes, enhancing performance management, portfolio management and team development.
  - o **Maintained meticulous records**: Tracked the progress of **150+ students**, showcasing attention to detail for verifying documents, preparing progress reports, providing stakeholder collaboration and customer service.
  - o **Integrated a business analytics system**: Enhanced operational efficiency by 200% with the database network, demonstrating effective end-to-end project management and cross-functional collaboration.
  - o **Managed database design and recovery planning**: Ensured the reliability, security, and availability of educational data by showcasing advanced risk management, problem-solving and test automation tools utilization.
  - o **Utilized VLOOKUP functions**: Led to digital strategy, product delivery, product features, and Business Intelligence solutions.