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*   Sep 2024 - Present
  - **Leveraged data-driven insights:** Analyzed program effectiveness and youth engagement metrics using Python and SQL, leading to a **20% improvement** in resource allocation strategies.
  - **Developed impactful visualizations:** Designed dashboards SAP and Tableau to track key performance indicators (KPIs), helping stakeholders make informed decisions on youth services.
  - **Enhanced data integrity:** Cleaned, processed, and validated large datasets from multiple sources, improving reporting accuracy and ensuring compliance with data governance policies.
  - **Optimized operational reporting:** Automated monthly and quarterly reports, reducing manual reporting time by **30%** and enhancing efficiency in funding and program evaluations.
  - **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 - Dr. April Khademi (PI)*   May 2023 - Aug 2024
  - **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.
  - **Conducted in-depth research**: Investigated biomarker HER2 classification methodologies, demonstrating versatile expertise in digital pathology, statistical analysis, and model evaluation.
  - **Optimized database efficiency**: Enhanced data management, prepared technical documentation, and research findings, ensuring clear communication of analytical results and presentation skills.
  - **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).
  - **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 - September 2022
  - **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.
  - **Automated database maintenance tasks**: Implemented scheduling transformation with innovative thinking to reduce manual labor, taking initiative, allowing interpersonal skills, resource reallocation and process improvement.
  - **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.
  - **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.
  - **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*   September 2020 - April 2022
  - **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.
  - **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.
  - **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.
  - **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.
  - **Utilized VLOOKUP functions**: Led to digital strategy, product delivery, product features, and Business Intelligence solutions.