

Hai Phan

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Education – Certifications – Skills

Degree: Bachelor of Arts in Computer Science at DePauw University, Greencastle, IN May 2024
Coursework: Database and Filesystem, Data Visualization, Artificial Intelligence, Data Structures
Certifications: Becoming a Product Manager: A Complete Guide, *International Institute of Business Management*, [IIBA®](#) | Getting Started as a Business Analyst, [IIBA®](#) | Product Strategy microCertification, Product School Inc., [PSC™](#)
Skills: [Proficient] Python, Java, Tableau, MS Office; [Intermediate] Scrum, Agile, Android Studio, R, HTML, CSS, JavaScript

Work Experiences

Data Visualization Intern | *Technology Honor Program, DePauw University* Aug 2023 – Dec 2023

- Liaised with 7 school stakeholders to elicit business requirements and translate 1600 alumni demographics & donation data into 24-page KPIs reports, supporting exec-level decision-making
- Promoted Tableau adoption at work by hosting 2 all-level contests with a 50% increase in entrants and 4 user-training workshops with a 30% increase in self-service analysis usage
- Facilitated 1:1 mentorship on Tableau and data literacy, increasing efficiency by 40% over 6 months, measured by 39 mentees and 18 projects

IT Operations Intern | *Information Services Office, DePauw University* May 2023 – Aug 2023

- Developed a 200-page Standard Operating Procedures (SOP) for technical support with a cross-functional team of 10 staff, reducing 20% in user-reported issues
- Mediated between customers and IT teams by analyzing customers' requirements & feedback to inform software and bug fixes, achieving a 95% satisfaction rate
- Designed and implemented comprehensive user-training protocols for 3 product launches, facilitating smooth adoptions for 2,500+ end-users
- Utilized business process modeling, 2-week sprints, ~30 daily support tickets, and daily standup meetings

Projects & Leadership

Data Analyst for User Experiences and Product's Feature Prioritization Feb 2024 – Mar 2024

- Constructed Python web scrapping to retrieve a database of 10300+ user reviews for Apple Inc.' Vision Pro product posted from 3 social media platforms
- Conducted quantitative analysis and sentiment analysis with R to pinpoint 24 most-discussed product features and user reviews' emotional tones
- Generated a list of 16 major user pain points & satisfaction from data insights, hence offering metric-driven feature prioritization suggestions for subsequent Vision Pro products

Innovation Competition's Managers Aug 2023 – Dec 2023

- Spearheaded a team of 14 organizers and partners to execute the college's most impactful pitch competition, boosting tech exposure and participation by 300% to 120+ participants
- Streamlined project development cycle by 17% (from 6 to 5 weeks) by addressing bottlenecks within the technical infrastructure, using feedback loops from senior supervisors
- Conducted market research with a 28-respondent survey, 4 potential participants interviews, 2 idea pitches to validate feasibility study, thus prompting the competition's planning

Program Manager | *Women in Tech Org., DePauw University* Jan 2023 – May 2023

- Spearheaded a cross-functional team of 8 members for 3 key project launches (Hackathons, Technical Interview Preps, Workshop Series) for 70+ female students
- Standardized frameworks for succeeding projects, reducing future organizational tasks by 40% and improving alignment with identified use cases
- Raised acquisition metrics (3.3X new member acquisition, 2.7X organic online followers, 0.4X newsletters subscription) and engagement metrics (2X event attendance, 1.8X online post's shares)