Huong (Hannah) Pham
Data Analyst | *Data Analytics Specialist*
Plano, TX 75025

PROFESSIONAL EXPERIENCE

Data Analyst

Lowe's Companies, Inc, Remote | April 2023 - Present

- Led the allocation and execution of store-specific adjacency spaces, ensuring 100% compliance with quality standards, while creating and implementing plans that improved store layout efficiency and customer navigation by 15%.
- Resolved data discrepancies by applying store-specific adjacency plans and business context, reducing error rates by 20% and facilitating timely decision-making with minimal supervision.
- Collaborated with team members and project leads to achieve objectives, consistently delivering projects with 98% data accuracy and completing them 10% ahead of schedule.

Data Analyst

Stop & Shop Supermarket Company, Quincy, MA | Feb 2019 - Jul 2021

- Enhanced targeted marketing efforts by 25% and boosted customer satisfaction by 30% through in-depth sales performance analysis and customized reporting using Excel, improving overall client decision-making.
- Increased category sales by 15% by developing new product assortments on JDA/BlueYonder, and ensured 95% on-time project delivery by managing planogram projects and optimizing inventory for 410 Stop&Shop stores, reducing stockouts by 20%.
- Improved team productivity by 20% by supporting the onboarding and training of new hires on merchandising workflows, while also reducing project delays by 10% through effective issue resolution and collaboration with cross-functional teams.

PROJECTS

Mental Health Diagnosis | *NLP Sentiment Analysis Project*

- Performed data preprocessing by removing irregular expressions and eliminating stop words with the nltk library for natural language processing tasks, and leveraged TfidfVectorizer for text vectorization, ensuring a robust numerical foundation for subsequent machine learning models.
- Achieved robust model selection by implementing logistic regression, support vector machine, and random forest classifier with GridSearchCV, leading to the identification of optimal models through systematic research and evaluation.

Cardiovascular Disease Prediction | *Supervised Learning Classification Project*

- Achieved comparative analysis of multiple machine learning models by evaluating their accuracy on training and test datasets, leading to the identification of the most stable models with minimal score gaps.
- Conducted feature evaluation by leveraging a comprehensive dataset, resulting in a nuanced understanding of classifier performance and diagnostic accuracy.
- Showcased research proficiency by experimenting with different algorithms and fine-tuning model parameters, leading to improved accuracy and reduced overfitting in predictive modeling.

Breast Cancer Diagnosis | *Supervised Learning Classification Project*

- Achieved comprehensive model evaluation and feature selection by applying various machine learning algorithms across three case studies, leading to insights on the impact of feature selection options under different settings, as well as the identification of the most effective models for breast cancer diagnosis.
- Conducted hypothesis testing and analysis of model performance by examining accuracy scores and fitting behavior, resulting in a deeper understanding of the relationship between model complexity, overfitting, and generalization in medical data.
- Tools: Python, Pandas, NumPy, Sk-learn, Preprocessing, KNeighborClassifiers, DecisionTreeClassifier, SVC

Autonomous Car with Object Detection | *Deep Learning Project*

- Developed an autonomous car with lane-following capabilities using ML libraries like TensorFlow, NumPy, Pandas, and OpenCV, along with CNN and DNN neural networks.
- Implemented Haar classifier and monocular vision to detect STOP signs and a sensor to detect obstacles.

Progress Tracker Report | *Advanced-Excel Project Management Tracking System*

- Developed an Advanced-Excel formulated worksheet to track project progress, utilizing COUNTIF and COUNTBLANK functions.
- Applied conditional formatting and charts to visualize progress and automatically categorize products.
- Set this formulated worksheet as the standard model for the project tracker report for the entire department.

TECHNICAL SKILLS

- **Programming Languages:** Java, Python, C, HTML, CSS, JavaScript
- **Frameworks and Tools:** Flask, PyTest, Junit, Bootstrap, Postman, Docker, Git, GitHub, GitHub Actions
- **Technologies:** REST, YAML, XML, JSON, GCP (IAM, AppEngine, Compute Engine)
- **Databases:** MySQL, NoSQL (GCP Firestore)
- **Data Analysis:** Excel (Pivot Tables, VLOOKUP), SQL, Data Visualization, Data Cleansing

EDUCATION

Master of Science in Computer Science, Software Engineering Concentration

The University of Texas, San Antonio

Bachelor of Science in Computer Science

The Catholic University of America, Washington, D.C.