

# HOAN NGUYEN

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**SKILLS** | Advanced data management/cleanup in Excel, proficient in SQL and Tableau, Redmine (issue tracking), Trello (project management), basic familiarity with Python.

## RELEVANT WORK EXPERIENCE

### SENIOR ANALYST, POLECAT

FEB 2016 – PRESENT: SAN FRANCISCO, CA

- Gathered requirements from customer meetings to build out and scope projects.
- Created visual dashboards and presentations (sometimes ad hoc) for delivery of analysis to customers.
- Assisted in the hiring process for new analysts including reviewing resumes, conducting interviews, and submitting feedback on candidates.
- Gathered/managed feedback/bugs from both internal and external users, owning the reporting, specification, and communication of updates to all stakeholders.
- Collaborated with new cross-functional team to create a marketing demo product designed to bring in qualified leads. Led data research and quality assurance for integration into product API.
- Led as Developer-Analyst liaison to build clearer and more open communication across teams and serve as point of contact for product support.
- Developed an internal tool to streamline analysis process for large data sets, which allowed for high scalability of sales in all product lines.
- Awarded company medal for collaboration and bridging the gap between the Analyst and Development teams.

### RESEARCH ANALYST, POLECAT

JUL 2012 – JAN 2016: SAN FRANCISCO, CA

- Built queries to analyze online conversation and derive insights for customer requests.
- Responded to all customer support emails within 24 hours.
- Collaborated to deliver on over 700 different projects in 2015, across multiple time zones and teams in both the US and UK.
- Developed delivery guidelines to scale up deployment of new data products by 200%.

### PROJECT MANAGER, PRIVATE CONSULTANT

OCT 2016 – PRESENT: SAN FRANCISCO, CA

- Scoped an investigative proof of concept project for a shipping company looking to develop educational resources in virtual reality.
- Hired a team to carry out the 3D capture/development of spaces for training simulations.

## SIDE PROJECTS

### APP, NOM NOM

JUL 2015 - SEP 2016

- Developed requirements and mock-ups for development team. Bug tested and triaged fixes for each build to meet sprint schedule. Managed feature backlog in Trello and prioritized based on inputs from beta testers.

## EDUCATION

### GENERAL ASSEMBLY, SAN FRANCISCO, CA

DATA ANALYTICS, AUG – OCT 2016

### UNIVERSITY OF TEXAS, AUSTIN, TX

ECONOMICS, FALL 2010

## INTERESTS

Traveling, film photography, video games, rock climbing, camping, amateur woodworking.