

## James Tri Nguyen

2102 322<sup>nd</sup> PL SW Federal Way WA 98023 | nguyentri1307@gmail.com | (253)-886-4366

### Summary of qualification

- Strong background in data analytics, data science and data visualization with proficiency in R, Python, SQL, and Excel
- Excel in extracting and analyzing data from various sources to make data-driven decisions
- Machine Learning (Random Forest, LASSO, Regression), A/B Testing, Hypothesis Testing, and price optimization
- Highly organized personality with logical, responsible, and self-driven skills, a fast learner who easily adapts to new environments

### Education

#### University of Washington, Seattle WA 2017-2022

Bachelor of Science in Applied Mathematics and statistic

- Cumulative GPA: 3.64/4.0 | Major GPA: 3.8/4.0
- Relevant Course: Data Science for Strategic Pricing, Intermediate Data Programming, Econometric Applications, Scientific Computing, Micro & Macro Economics, Accounting and Financial Reporting, Fundamentals of Managerial Accounting

### WORK EXPERIENCE

#### IT Support Specialist Intern at UPS

September 2021 – Present

- Assisted in the development of application page, monitored, and resolved technical support request and provided beneficial advice and support to colleagues on any IT related issues
- Installed computer system and executed other duties as required
- Used SQL queries to gather prediction data and generate sample data
- Helped transfer data between different departments.
- Create golden datasets used for quality verification of metadata backfill to the catalog
- Diagnosed, troubleshoot, and resolved hardware, software, or other network and system problems, and replace defective components.
- Work with a team of 5 under supervision of the program manager to maintain the job application webpage for UPS during their peak season hiring period
- Documented issue resolution problems with IT Service Desk ticketing system.
- Configured and changed of existing applications including Microsoft Outlook.
- Build report and analyses to maintain on-going metrics and completeness

#### Lead Pharmacy technician at Rite aid Pharmacy

June 2017 – September 2021

- Regularly compiled data initiate new patient profile with prescription and insurance billing information. Organize and coordinate patient records.
- Maintain drug inventory and daily expenses below budget through accurate planning, purchasing and cost-effective operation procedures. Responsible for \$10,000-\$15,000 inventory a day.
- Demonstrated the ability to fill in at a moment's notice and quickly master new technical systems and processes
- Helped implement pharmacy's quality assurance and control program. Efforts ensured compliance with HIPAA, State Board of Pharmacy and OSHA regulations; and improved patient care/satisfaction
- Data Entry/Clerical Duties - Maintained files and computer records for the pharmacy. This included physician orders, deliveries, inventory, cleaning, and other miscellaneous records. Provided administrative support by answering phones, managing insurance billing, and drafting pharmacy reports
- Supervised the operation of Pharmacy team members, opening/closing/changing shifts/scheduling, and task delegation to team members. Ensured training of team members and provided coaching and mentoring.

#### University of Washington Press -- Business Administration press

September 2016 – October 2020

- Assist in fiscal duties, data entry, and data management
- Automated and simplified monthly Excel reports using Python
- Reconciled budgets and perform month-end reconciliations
- Managed and processed various payments (reimbursements, invoices, royalties)

### ADDITIONAL COURSES AND CERTIFICATIONS

Java Programming: Data Structures | Offered by Duke University on Coursera, C Training | Offered by IIT Bombay • Crash Course on Python | Offered by Google, Python Data Structures | Offered by University of Michigan on Coursera