

(Jennifer) Nghi M. Nguyen

Work authorization: US citizen.

System application engineer with **2.5 years of experience** in data analytics/visualizations and PHP web development and **MS candidate in data analytics** at San Jose State University

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Phone: (415) - 259 - 1909

Location: San Jose, CA

Education

Master of Science in Data Analytics

San Jose State University

- Courses: Analytical Mathematics, Database Systems, Data Visualization, Machine Learning Technologies, Data Analytics Process

San Jose, CA

01/2021 – 12/2022

(Expected)

Bachelor of Science in Computer Science

San Jose State University

- GPA: 3.871 - Magna Cum Laude
- Dean's scholar 2018

San Jose, CA

08/2016 – 12/2018

Skills

Data Analytics:	Descriptive Analytics, Diagnostic Analytics, Predictive Analytics, Machine Learning, Visualizations, Analytical Mathematics
Databases:	Data Modeling, SQL, Big Query
Visualizations	Tableau, Power BI, Fusion Chart
Software Development:	PHP, CodeIgniter, Python, HTML, CSS, JavaScript, Ajax, Bootstrap, JQuery
Other Tools:	Netsmart Avatar, IT Ticketing System, Github, Sublime Text, Office 365, Anaconda, Jupyter Notebook, Google Colab, GCP, Excel
Interpersonal skills:	Collaboration, Responsive Communication, Time Management, Adaptability, Critical Thinking, Problem Solving, Working Remotely

Professional Experience

System Application Engineer

Lifeworks NW

Non-profit agency provides services/treatments for mental health. counseling, addiction, etc.

- Set foundation for web-based data analytic and visualization platforms which give powerful insights for business decision making.
- Design and implement web-based data analytic dashboards from scratch.
- Serve as liaison between the IT department and end users.
- Provide on-demand SQL data analytics with PowerBI and Netsmart Avatar's EHR data.
- Part of the data governance team: maintain data quality and consistency.

Portland, Oregon.

Remote.

04/2019 – 09/2021

Projects

Lifeworks NW: Data Analytics and Web Dashboard Solutions

04/2019 – 09/2021

- Strategic KPI Dashboard represents key company KPIs to executive board. This dashboard tells roll-up stories about how well company is doing using collateral data from multiple sources: finance, CareOregon, Acorn, Netsmart Avatar, medical notes, billing, HR, etc.
- Caseload Management Dashboard represents all caseload data and visual charts in one place. At drill-down level, dashboard tell all relevant data for a particular episode of a client (all appointments, notes, assessments, treatment plans, insurances, level of care, ASAM level, outreach history, assigned clinician).
- Strategic KPIs Dashboard represents all important executive KPIs in one place. Integrate data from our internal sources and multiple other agencies like Care Oregon, Acorn, Healthshare Oregon.
- Revenue & Performance Dashboard represents key factors (roll-up and detailed drill-down) that critical to analyze performances of company, teams and clinicians. Factors include revenue analysis, missed visits/notes analysis, notes/BHAs submission timeliness, group sessions attendance analysis.
- Intake Capacity Dashboard: represent intake capacity (holds vs schedules) of sites, programs and clinicians.
- Medical Services Dashboard: represent 4 key factors (roll-up and detailed drill-down) to medical service team: missed evaluation, missed follow-up visits, evaluation capacity, follow-up capacity.