# (Jennifer) Nghi M. Nguyen

*Work authorization:* ***US citizen****.*
*Former 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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**Location**: San Jose, CA


## Education

**Master of Science in Data Analytics** — *San Jose, CA*
*San Jose State University* — *01/2021 – 12/2022 (**Expected**)*
- Courses: Analytical Mathematics, Database Systems, Data Visualization, **Machine Learning** Technologies, **Data Analytics Process**

**Bachelor of Science in Computer Science** — *San Jose, CA*
*San Jose State University* — *08/2016 – 12/2018*
- GPA: 3.871 - Magna Cum Laude
- Dean's scholar 2018

## Skills

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|---|---|
| **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:** | **Python, PHP**, CodeIgniter, HTML, CSS, JavaScript, Ajax, Bootstrap, Jquery |
| **Other Tools:** | Netsmart Avatar, IT Ticketing System, Github, Sublime Text, Office 365, Anaconda, Jupyter Notebook, **Google Colab, Google Cloud Platform**, Excel |
| **Interpersonal skills:** | Collaboration, Responsive Communication, Time Management, Adaptability, Critical Thinking, Problem Solving, Working Remotely |

## Professional Experience

**System Application Engineer** — *Portland, Oregon.*
*Lifeworks NW* — *Remote.*
*Non-profit agency provides services/treatments for mental health. counseling, addiction, etc.* — *04/2019 – 09/2021*
- **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.

## Projects (More details in jennifernghi.github.io )

**Lifeworks NW: Data Analytics and Web Dashboard Solutions** — *04/2019 – 09/2021*
- **Strategic KPI Dashboard:** represents key company KPIs to the executive board. This dashboard tells roll-up stories about how well the 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.
- **Revenue & Performance Dashboard:** represents key factors for analyzing 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 to the medical service team: missed evaluation, missed follow-up visits, evaluation capacity, follow-up capacity.

**SJSU: MS Data Analytics Projects** — *01/2019 – 12/2022*
- **Loan Prediction:** to predict loan approval based on clients' descriptive features. Project uses ML models: decision tree, logistic regression, ADABoost and gradient boosting. The final evaluations show that the tuned logistic regression model achieves the best performance based on accuracy, AUC and F1 score.
- **California Real Estate Market Analytics: Tableau data visualizations** analyze 4 CA real estate perspectives: market hotness pre vs post pandemic, market inventory pre and post pandemic, fast selling vs slow selling market, 2020 vs 2021 market performances.
- **California Fire Zone Prediction:** predict the counties that are likely to have wildfires given historical data and descriptive features. Project uses ML modes: Naive Bayes (from scratch and Scikit Learn), KNN and one vs rest. The final evaluations show that Naive Bayes from scratch archives the best performance with highest average accuracy and F1 score.