HUONG (JENNY) NGUYEN

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EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY, College of Computing — Remote
Master of Science in Computer Science, Machine Learning Specification — *May 2027*

DUKE UNIVERSITY, The Fuqua School of Business — Durham, NC
Master of Science in Quantitative Management: Business Analytics, Strategy Track — *May 2022*
GPA 3.84, Merit Scholarship, Top 10% of Graduating Class, Admissions Ambassador

COLBY-SAWYER COLLEGE — New London, NH
Bachelor of Science in Accounting — *May 2019*
GPA 3.96, *summa cum laude,* Founders Scholarship, Baccalaureate Award
Vice-President Cross Cultural Club, 2018-2019; International Admissions Coordinator, 2017-2019

TECHNICAL SKILLS

Languages: SQL, Python, R, Java
Software: Snowflake, Jupyter Notebook, Git, Tableau, PyCharm, Excel (VBA, Pivot, Solver, TreePlan, Crystal Ball)
Methods: Regression, Classification, Clustering, Machine Learning (Random Forest, GBM, XGBoost), Causal Inference, A/B Testing

PROFESSIONAL EXPERIENCE

CAPITAL ONE — McLean, VA
Senior Business Analyst — *Jul 2022 - Present*

- Oversee and analyze key performance indicators (KPIs) related to credit card, including charge off rates, attrition, and marginal utilization, to derive insights for new or revised credit decisions
- Perform market research to recognize industry trends, assess competitors' offerings, and analyze consumer spending, providing pullback or expansion recommendations for in-market credit policies
- Spearhead a consumer spending model prediction project, leading to the development of a more intuitive curve shape and a 60% enhancement in predictive accuracy
- Utilize Python and Snowflake to maintain and enhance Calypso, an internal monitoring tool employed by 30 users, aimed at standardizing and streamlining model monitoring processes
- Collaborate with data science team to create a forward-looking financial forecasting model that leverages marginal utilization of accounts, enabling long-term predictive capabilities

KERAFAST & ABSOLUTE ANTIBODY LTD. — Boston, MA
Accountant — *Nov 2019 - Apr 2021*

- Optimized resource allocation to process royalties based on net sales for 60 universities and life science research institutions, ensuring accurate and timely remittance of $70-85K in royalty payments
- Monitored 5,000+ bank transactions and performed weekly bank reconciliations to forecast trends in cash usage, reducing monthly budget variance from 25% to 10%
- Developed tracking system using PivotTable to manage overdue invoices, reducing accounts receivable outstanding by 80% and days sales outstanding from 48 to 29 days

ANALYTICS PROJECTS

Detecting Fraud in Financial Payment Services (R) — *Dec 2021*

- Managed imbalanced dataset by implementing undersampling algorithms to enhance generalization capability
- Achieved 6% higher accuracy and AUC scores than comparable methods by building and optimizing classification models (logistic regression, decision tree, random forest, and XGBoost) to detect fraudulent transactions

Driving COVID Vaccination Rate Among Humana Members (Python, Tableau) — *Oct 2021*

- Utilized XGBoost and LightGBM modeling to predict member hesitancy toward COVID-19 vaccination, identifying most vulnerable populations for Humana's targeted outreaches
- Created pipeline and tuned model with AUC of 67.5% and disparity score of 99.1%, ranking top 10 in semi-final

Analyzing Bike Share Demand (R, Tableau) — *Oct 2021*

- Performed EDA on hourly rental data spanning two years of Capital Bikeshare to identify trends in demand
- Forecasted rental demand using regression algorithms (linear regression, Lasso, and random forest) to enhance accuracy of the predictive bike supply model by 10%