

# HUONG (JENNY) NGUYEN

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## EDUCATION

<b>GEORGIA INSTITUTE OF TECHNOLOGY, College of Computing</b> <i>Master of Science in Computer Science, Machine Learning Specification</i>	Remote May 2027
<b>DUKE UNIVERSITY, The Fuqua School of Business</b> <i>Master of Science in Quantitative Management: Business Analytics, Strategy Track</i> GPA 3.84, Merit Scholarship, Top 10% of Graduating Class, Admissions Ambassador	Durham, NC May 2022
<b>COLBY-SAWYER COLLEGE</b> <i>Bachelor of Science in Accounting</i> GPA 3.96, <i>summa cum laude</i> , Founders Scholarship, Baccalaureate Award Vice-President Cross Cultural Club, 2018-2019; International Admissions Coordinator, 2017-2019	New London, NH May 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

<b>CAPITAL ONE</b> <i>Senior Business Analyst</i>	McLean, VA Jul 2022 - Present
<ul style="list-style-type: none"><li>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</li><li>Perform market research to recognize industry trends, assess competitors' offerings, and analyze consumer spending, providing pullback or expansion recommendations for in-market credit policies</li><li>Spearhead a consumer spending model prediction project, leading to the development of a more intuitive curve shape and a 60% enhancement in predictive accuracy</li><li>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</li><li>Collaborate with data science team to create a forward-looking financial forecasting model that leverages marginal utilization of accounts, enabling long-term predictive capabilities</li></ul>	
<b>KERAFAST &amp; ABSOLUTE ANTIBODY LTD.</b> <i>Accountant</i>	Boston, MA Nov 2019 - Apr 2021
<ul style="list-style-type: none"><li>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</li><li>Monitored 5,000+ bank transactions and performed weekly bank reconciliations to forecast trends in cash usage, reducing monthly budget variance from 25% to 10%</li><li>Developed tracking system using PivotTable to manage overdue invoices, reducing accounts receivable outstanding by 80% and days sales outstanding from 48 to 29 days</li></ul>	

## ANALYTICS PROJECTS

<b>Detecting Fraud in Financial Payment Services (R)</b>	Dec 2021
<ul style="list-style-type: none"><li>Managed imbalanced dataset by implementing undersampling algorithms to enhance generalization capability</li><li>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</li></ul>	
<b>Driving COVID Vaccination Rate Among Humana Members (Python, Tableau)</b>	Oct 2021
<ul style="list-style-type: none"><li>Utilized XGBoost and LightGBM modeling to predict member hesitancy toward COVID-19 vaccination, identifying most vulnerable populations for Humana's targeted outreaches</li><li>Created pipeline and tuned model with AUC of 67.5% and disparity score of 99.1%, ranking top 10 in semi-final</li></ul>	
<b>Analyzing Bike Share Demand (R, Tableau)</b>	Oct 2021
<ul style="list-style-type: none"><li>Performed EDA on hourly rental data spanning two years of Capital Bikeshare to identify trends in demand</li><li>Forecasted rental demand using regression algorithms (linear regression, Lasso, and random forest) to enhance accuracy of the predictive bike supply model by 10%</li></ul>	