

# HANG "JESSIE" LE

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## EDUCATION

**Drexel University** - LeBow College of Business, Philadelphia, PA Anticipated: **Mar 2020**  
*Master of Science in Business Analytics (STEM), GPA 3.94/4.0, Concentration in Statistics*

**Foreign Trade University**, Vietnam **June 2014**  
*Bachelor of Science in Business Administration, GPA 3.25/4.0, graduated in top 5% among 256 students*

## SKILLS

**Analytics Tools:** R (Proficient), Python (Pandas, Numpy, Scikit-learn, TensorFlow), SAS, Excel Macros, Tableau  
**Big Data Management:** Hadoop, MapReduce, SQL Server (MySQL, Oracle), Spark on AWS platform, SAP HANA  
**Techniques:** Predictive Modeling, Machine Learning, Deep Learning, Time Series Analysis, Linear Programming

## PROFESSIONAL EXPERIENCE

**DREXEL UNIVERSITY**, Philadelphia, PA **Apr 2019 – Present**  
*Assistant to Director of Finance (July 2019 – Present)*

- Prepare forms and verify compliance for check requisitions, travel advances and reimbursements
- Produce financial reports and create new academic program budgets

*Student Consultant, Fortune 100 pharmaceutical client (June 2019 – Aug 2019)*

- Acquired user's posts from Twitter; cleaned, tokenized and vectorized text data using TF-IDF technique.
- Trained kNN, Naïve Bayes, Decision Tree, SVM, and Random Forest algorithms to classify prescription abuse tweets.
- Implemented and fine-tuned CNN and BERT models to improve model performances for classification task.
- Solved class imbalance issue and tuned hyperparameters; achieved 85% accuracy and 36% F-Score for Abuse Class.

*Graduate Analytics Fellow, LeBow College of Business, Analytics Solution Center (Apr 2019 – July 2019)*

- Conducted an industry review for a Fortune 50 telecommunication company on the use of telematics data.
- Used SQL queries on SAP HANA to aggregate complex data sets of vehicle maintenance, fuel consumption and telematics; designed Tableau dashboard to visualize trend and patterns in data sets for management report.
- Performed descriptive analysis in R; estimated annual fuel cost savings up to \$5M due to idle time reduction.

**TECHCOMBANK**, Ho Chi Minh City, Vietnam **Aug 2014 – May 2017**  
*Senior Relationship Manager, Business Banking Division (Apr 2015 – May 2017)*

- Managed a portfolio of 20+ corporate clients from various industries; achieved 100% of the targeted TOI.
- Collected, cleaned, and performed statistical analyses on financial and economic data with R and Excel.
- Built time-series models to predict bank interest and exchange rates; advised clients for forward rate agreement decision-making; awarded Top 5 High Performers of South Region in 2016.

*Management Trainee (Aug 2014 – Mar 2015) (8 trainees selected out of 1500 applications)*

- Participated in 2-year rotational program for future leader; promoted after approximately a quarter of the expected time for bank employees.

## PROJECTS (more details at: <https://jessiehangle.github.io/>)

**Forecasting and Optimizing Call Center Staffing – Capstone Project (Sep 2019)**

- Led a team of 15 graduate students to deliver a data modeling analysis for a Fortune 100 energy company.
- Built regression and time series models to forecast call volume, service level, service time and shrink duration in call center; achieved the target of less than 5% in forecasting error rates.
- Presented to C-level executives at the client's headquarter; awarded A+ for leadership and personal contribution.

**Stock Investment Portfolio Optimization (Mar 2019)**

- Collected and cleaned 4-year period stock data of 40 companies from Yahoo Finance using R library (quantmod).
- Predicted S&P 500 stock prices using K means and decision tree algorithms; scored 20/20 for excellent models.
- Formulated buy and sell recommendations for the 40 stocks; achieved return on investment (ROI) of 29.9%.