

# Kathleen Nguyen

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## Skills

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**Data & BI tools:** Excel, Power BI, Tableau, Visio

**Programming:** SQL, Python, HTML, CSS, Git

**Project management:** Jira, Confluence, SharePoint, Agile, Scrum

## Experience

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**Information Systems Business Analyst**, Calpine Energy Solutions – San Diego, CA      October 2022 – October 2023

- Automated performance monitoring and reporting for 81 Dynamics 365 CRM environments using Alteryx and SQL Server, reducing manual work by 400 hours annually
- Analyzed customer data and proactively identified errors, resulting in over \$150,000 in cost savings
- Developed and optimized ETL processes for 8 data pipelines using Alteryx, Excel, and SQL Server, improving task completion time by 40%
- Communicated with clients to gather business requirements, present insights, and provide recommendations
- Led database schema design, process documentation, and user acceptance testing to support the end-to-end development of a new CRM environment, encompassing a 60% increase in customers served

**Lead Operations Analyst**, Affinity Development Group – San Diego, CA      March 2019 – June 2022

- Migrated department data entry and reporting processes from Excel to Access and SQL Server, reducing manual work by 1,000 hours annually
- Managed department databases and generated ad hoc reports to support data-driven decision-making
- Analyzed inventory data to identify and resolve technical issues in collaboration with the IT development team
- Conducted user acceptance testing for internal system updates, ensuring alignment with business requirements and user needs
- Oversaw department documentation and training; streamlining processes, improving knowledge sharing, and fostering skill development in a team of 5 employees
- Facilitated vendor outreach, contributing to the expansion of the Costco Auto Program from 12 to 51 metro areas through effective coordination and communication

**Festivals Coordinator (Seasonal)**, University of California San Diego – La Jolla, CA      October 2017 – June 2018

- Managed a \$750,000 budget to produce 2 music festivals with 15,000 attendees
- Led a team of 20 volunteers to execute event-related tasks including marketing, setup, and artist relations
- Negotiated with talent agencies and brands to secure musical acts and \$40,000 in sponsorship funding

## Education

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**University of California, San Diego** – B.A. in Cognitive Science (Human-Computer Interaction)      December 2018

## Certifications

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**AWS Certified Data Engineer - Associate** – Amazon      In progress, expected completion April 2025

**DP-900: Azure Data Fundamentals** – Microsoft      December 2024

**Foundations of User Experience Design** – Google      April 2021