Kathleen Nguyen

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Skills

Data & BI tools: Excel, Power BI, Tableau, Visio
Programming: SQL, Python, VBA, HTML, CSS, Git
Project management: Jira, Confluence, SharePoint, Agile, Scrum

Experience

Data and Analytics Consultant, Freelance – San Diego, CA   June 2022 – Present
- Developed automated reports for E3 Civic HIgh School using OracleSQL and PowerSchool, resolving 50% of recurring ad hoc requests
- Led business analysis on 8 IT projects for San Diego County: completed requirement gathering, data modeling, and functional design documentation to replatform Access applications to in-house software

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

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

Certifications

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