Kathleen Nguyen

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EXPERIENCE

Peraton　　September 2024 – Present
Business Analyst　　*San Diego, CA*

- Lead requirement gathering initiatives for 8 re-platforming projects
- Draft functional design specifications in accordance with business and functional requirements
- Document and analyze current versus future state processes to identify opportunities for improvement
- Coordinate between internal project management and development teams and external clients

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

- Automated performance monitoring and reporting for 81 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%
- Facilitated client communications via meetings and emails to gather business requirements, present insights, and provide recommendations
- Collaborated with internal development teams to create user stories and outline testing requirements in Jira
- Managed 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

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

- Analyzed inventory data to identify and resolve technical issues in collaboration with IT development teams
- Conducted user acceptance testing for internal system updates, ensuring alignment with business requirements and user needs
- Managed department databases and created ad hoc reports to support data-driven decision-making
- Trained and supervised a team of 3 employees, fostering skill development and ensuring high-quality work

Operations Analyst

- Designed and implemented data entry and reporting tools to migrate department processes from Excel to Access, reducing manual work by 1,000 hours annually
- Managed department documentation to streamline processes and improve knowledge sharing
- Facilitated vendor outreach, contributing to the expansion of the Costco Auto Program from 12 to 51 metro areas through effective coordination and communication

EDUCATION

University of California, San Diego　　September 2014 – December 2018
B.A. Cognitive Science/Human-Computer Interaction; History minor　　*La Jolla, CA*

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 (UX) Design, Google　　April 2021

SKILLS

SQL, Python, Excel, Power BI, Alteryx, Jira, Confluence, Dynamics 365 CRM, GitHub, Agile, Scrum