KHANG LE (KAYLA) TAN

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EDUCATION

THE UNIVERSITY OF IOWA   Iowa City, IA
Master of Science, Business Analytics (CUM GPA 3.85)   12/2022
- STEM-Designated

UPPER IOWA UNIVERSITY / SEGI UNIVERSITY   Fayette, IA / Malaysia
Bachelor of Science, Psychology   10/2016
Bachelor of Science, Communication

TECHNICAL SKILLS

- Tools: Apache Hadoop, Apache Spark, Github, JMP, Microsoft Azure, Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Oracle, Orange, Python (Matplotlib, Pandas, Requests, NumPy, BeautifulSoup, Seaborn, scikit-learn, Re, NLTK, gender_guesser, TextBlob, Collections, WordCloud, networkx, ipywidgets), R (readr, dplyr, reshape2, ggplot2, scales, choroplethr, choroplethrMaps, rvest, tidyverse), SQL, Tableau, Trello, Jira, Monday.com

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EXPERIENCE

THE UNIVERSITY OF IOWA, TIPPIE COLLEGE OF BUSINESS   Iowa City, IA
Grading Assistant   03/2022 – Present
- Provide grading assistance within Agile Project Management
- Utilize comprehensive tools like Jira, Monday.com, SCRUM, Kanban while grading student assignments

Grading Assistant   01/2022 – Present
- Provide grading assistance within Entrepreneurial Marketing & Entrepreneurial Leadership Academy II
- Track and record daily attendance reports for Professor
- Perform additional administrative support duties as assigned

HUAWEI TECHNOLOGIES (MALAYSIA) SDN. BHD.   Petaling Jaya, Selangor (Malaysia)
Department Secretary   01/2019 – 07/2021
- Led analytical work on bank projects involving more than 10 region and 140 countries
- Performed quality checks on all payroll software and provided an analysis of data for review
- Compiled and processed human resources tasks including employee leave applications, claims and benefits

Payroll Analyst   12/2017 – 12/2018
- Compiled and processed payroll for employees across the globe (Taiwan, Korea, Zimbabwe, Kuwait)
- Performed analytical reviews of payroll transactions to identify errors and drive compliance to payroll guidelines
- Worked closely with country HR, management, and third-party information providers to ensure that all data affecting payroll is efficiently captured within the scheduled timeline

EQUIFAX   West Des Moines, IA
VOE Processor I   04/2017 – 10/2017
- Processed verification of employment guidelines with accurate information from communications with many employers
- Conducted manual research through multiple computer systems while maintaining the highest level of accuracy
- Provided quality customer service towards clients to ensure satisfaction with experience

MARSH & MCLENNAN COMPANIES/MERCER   Urbandale, IA
Participant Service Representative/Benefit Counselor   03/2017 – 04/2017
- Facilitated administration of Retirement Plans (Defined Benefit/Pension) for clients daily
- Researched and resolved a variety of complaints to ensure customer retention and satisfaction
- Provided accurate and complete information regarding pension benefit plans through database management

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ADDITIONAL INFORMATION

- The University of Iowa, Tippie College of Business - Iowa Business Analytics Case Competition, Student Chair (2022)
- Upper Iowa University, Office of Institutional Advancement & Alumni Development – Communication Intern (08/2016 – 10/2016)
- Language Proficiencies - Fluent: English, Mandarin, Cantonese, Hokkien, Intermediate: Malay