

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, scales, ggplot2, choroplethr, choroplethrMaps, rvest), SQL, Tableau, Trello

EXPERIENCE

THE UNIVERSITY OF IOWA, TIPPIE COLLEGE OF BUSINESS

Iowa City, IA

Grading Assistant

- Agile Project Management 03/2022 – Present
 - Utilize comprehensive tools like Jira, Monday.com, SCRUM, Kanban while grading student assignments
- Marketing & Entrepreneurial Leadership Academy II 01/2022 – Present
 - Track and record daily attendance reports for Professor

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

PROJECT MANAGEMENT EXPERIENCE

- One Sustainable Iowa Conference - Frontier Co-op Case Competition, Team Member (2022)

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