

Khoi Nguyen

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PROFESSIONAL SUMMARY

Aspiring Business Analyst with experience in mentoring, customer support, and process improvement. Skilled at transforming raw data into actionable insights using Excel, SQL, and visualization tools to support data-driven decision-making

EDUCATION

Owens Community College

Associate in Business Analytics, transferring to UT

Perrysburg, OH

Expected August 2027

Reformed University

Completed 24+ Credit Hours in Business Analytics Coursework, GPA: 3.71

Lawrenceville, GA

May 2024 - May 2025

- Relevant Coursework: Business Analysis, Data Analysis for Decision Making, Calculus I, Organizational Behaviour and Leadership, Business Ethics and Social Responsibility

TECHNICAL SKILLS

Languages: Python, SQL (MySQL), C++, R

Analytics: Power BI, Tableau, Google Data Studio, Excel

Developer Tools: Git/GitHub, VS Code, Jupyter Notebook

Soft Skills: Building Rapport, Research and Analysis, Problem-Solving, Critical Thinking

Others: Regression Analysis, Data Cleaning, Machine Learning

PROJECTS

E-Commerce Transactions Analysis | SQL, Power BI

June 2025 - Present

- Analyzed 50,000 e-commerce transactions to uncover user behavior, sales trends, and payment preferences
- Performed SQL queries for revenue growth, top product category ranking, and Pareto (80/20) analysis
- Built interactive Power BI dashboards visualizing revenue trends, category performance, and payment method preferences
- Segmented customers into high, medium, and low spenders and identified key outliers for strategic insights

Customer Churn Analysis | SQL, Tableau

Jan 2025 - May 2025

- Queried subscription data with SQL to identify customer usage patterns
- Segmented customers by churn risk factors and engagement levels
- Built Tableau dashboards to visualize churn rates across demographics
- Proposed retention strategies supported by data-driven insights

EXPERIENCE

Academic Mentor

July 2022 – May 2023

Private Tutoring Services

Long Khanh, Vietnam

- Developed personalized learning programs, improving students' written and verbal English skills
- Met with students to discuss academic goals and progress, providing actionable strategies for success
- Taught study techniques and strategies for excelling in grammar and composition assessments

Healthcare Support Assistant

January 2023 – March 2023

Community Hospital

Long Khanh, Vietnam

- Educated patients on diseases, treatments, and at-home care, improving understanding and compliance
- Utilized resourcefulness to identify and procure replacement supplies, equipment, and medications
- Documented and reported system inefficiencies, contributing to improved safety compliance workflows

Customer Support

May 2022 – March 2023

Retail Café

Long Khanh, Vietnam

- Utilized POS software to process 50+ daily transactions and monitored inventory system to reduce stockouts by 10%
- Maintained inventory and minimized waste by implementing first-in-first-out (FIFO) stock procedures
- Assisted management in supply planning by proactively identifying and reporting shortages