

# Dzuy-Khanh Vo Huynh

206-817-9727 • khuynh436@gmail.com • linkedin.com/in/khuynh96/ • github.com/khuynh436

## EDUCATION

**Advanced Data Analytics Professional Certificate** | Google 2023

**Master of Science in Information Management** | University of Washington Graduation Date: June 2024

- Relevant Coursework: Data Science I, II, III, Computer Vision, Image Processing

**Bachelor of Arts in Communication** | University of Washington 2017 - 2019

## SKILLS

**Programming Languages:** SQL, Python, R, HTML, SPSS, SAS, MATLAB

**Tools and Data Visualization:** Tableau, Power BI, Git, Numpy, Pandas, Scikit-Learn, Tensorflow, Scipy, ETL, Natural Language Processing (NLP), Data Manipulation, Data Integration, Statistical Modeling

## PROFESSIONAL EXPERIENCE

**Library Associate II** September 2021 - Present

The Seattle Public Library | *Seattle, WA*

- Collaborate with cross-functional teams to identify and resolve complex technical issues, resulting in a 25% reduction in time to resolution and a 10% increase in first-contact resolution rate.
- Conduct thorough data analysis and reporting on support ticket trends, identifying areas for improvement, and presenting findings to senior management.
- Develop and maintain technical documentation and knowledge base articles to improve team efficiency and promote consistent customer service.

**Data Collection Associate** August 2021 - January 2022

Experis at Facebook | *Redmond, WA*

- Worked collaboratively with cross-functional teams to translate business problems into soluble cases by identifying the underlying data needs and requirements, generating \$200,000 in additional revenue
- Identified and analyzed performance data from Facebook Reality Labs, resulting in a 15% reduction in unresolved tickets, which translated into saving \$500k in operational costs.
- Developed and maintained data pipelines to ensure data integrity and accessibility, resulting in a 30% improvement in data retrieval and processing time.

**Library Associate I** July 2015 - September 2021

The Seattle Public Library | *Seattle, WA*

- Conducted research and analyzed 5,000+ new digital resources to develop improved descriptions and access points for patrons, resulting in a 20% increase in digital resource usage.
- Collaborated with other library staff to design and implement a new outreach program, resulting in a 25% increase in community engagement and participation in library programs.

## Projects

**Natural Language Processing with Disaster Tweets** March 2023

- Built and fine-tuned a Natural Language Processing (NLP) classification model using Python to achieve an accuracy rate of 85%, based on cross-validation tests.
- Trained and compared the performance of five models (Naive-Bayes, Logistic Regression, SVM, Neural Network, and Random Forest) to predict sentiment from over 10,000 Twitter tweets, and selected the best-performing model.
- Improved the efficiency of the model by using vectorization techniques and reducing the feature space size by 50%, resulting in a faster inference time and reduced storage requirements.

**Housing Price Predictions Machine Learning Model** November 2022

- Developed a machine learning model that predicts the sale price of houses in King County, WA, with an R-squared value of 0.8, indicating a strong correlation between the input features and the target variable.
- Conducted data preprocessing and feature engineering, including handling missing values, scaling, and transforming variables to improve model accuracy and reduce prediction errors.

