

Dzuy-Khanh Vo Huynh

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TECHNICAL SKILLS

Skills: Project Management | Cross-Functional Communication | Communication Strategy | Organizational Strategy | Business Development | Stakeholder Coordination | Statistical Analysis | Microsoft Excel | Data Mining | Data Analysis | Data Cleaning | Data Visualization | Linear Regression | A/B Testing

Programming Languages: SQL | Python | R | Tableau | Power BI

Portfolio: Housing Price Predictions Machine Learning Model | Seattle, WA

November 2022

- Developed a machine learning model to predict housing prices in King County, Washington using Python.
- Performed extensive data cleaning and analysis consisting of over 21,000 examples with 80 unique features using data sourced from the King County Open Data.
- Built regression models from scratch using a test-driven approach.
- Used Python to analyze home sales data from King County Open Data, and performed data cleaning, and analysis.

PROFESSIONAL EXPERIENCE

Library Associate II

September 2021 - Present

The Seattle Public Library | *Seattle, WA*

- Serve as the primary point of contact for over 200+ patrons addressing inquiries and resolving concerns, in person and over the phone.
- Facilitate day-to-day desk operations, including ticket prioritization, tracking, timely resolution, and technical support to 300+ staff and 200+ patrons.
- Managed a team of 10 staff members responsible for supporting patrons and ensuring the smooth operation of the desk.
- Improved resolution times by 30% and increased the number of resolved tickets by 15% through the implementation of new systems and processes.

Data Collection Associate

August 2021 - January 2022

Experis at Facebook | *Redmond, WA*

- Analyzed performance data from Facebook Reality Labs services, and performed research, analysis, and mapping to support Facebook Reality Lab's future projects.
- Communicated precise, innovative business solutions to team leaders/members.
- Conducted strategic business and data analyses and data-driven recommendations for improvements and advancements.

Library Associate I

July 2015 - September 2021

The Seattle Public Library | *Seattle, WA*

- Maintained library collection by rebalancing/discarding over 20,000 items and materials.
- Performed additional research to enhance the description and access to the collection.
- Contributed to continual assessment of the website and offered suggestions for improving usability and content.

EDUCATION

Master of Science in Information Management GPA: 3.8/4.0 | University of Washington

2022 - 2024c

- Relevant Coursework: Data Science I, II, and III

Bachelor of Arts in Communication | University of Washington

2017-2019

OTHER SKILLS

Languages: Vietnamese (*Native*)