Dzuy-Khanh Vo Huynh

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EDUCATION

Advanced Data Analytics Professional Certificate | Google 2023

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

- Relevant Coursework: Computer Vision, Image Processing, Machine Learning

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.