

# Kiet (Kyle) Nguyen

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<https://kietn1.github.io/portfolio/>

SQL, Python, R, Excel VBA, DAX

## EDUCATION

**California State Polytechnic University, Pomona** - Pomona, CA

Aug 2023 – Aug 2025

- Singelyn Graduate School - M.S. in Business Analytics
- GPA: 3.97/4.00
- Honors and Awards: Singelyn Graduate School Scholarship – Awarded by the College of Business Administration
- Relevant coursework: Data Mining, Data Management, Advanced Statistics, Big Data Technology, Optimization Methods, Social Media Analytics, Programming

**University of Economics Ho Chi Minh City** – Vietnam

Aug 2017 – Aug 2021

- Bachelor of Finance and Banking

## EXPERIENCE

**Operations and Resources Analyst**, Sunshine Hearts Foundation

Nov 2025 – Present

- Partnered with program managers to establish volunteer tracking system, *building Excel templates* to monitor attendance, capacity, and fulfillment rates for **20+ volunteers** across bi-weekly events.
- Analyzed cross-channel data trends across **5+ platforms** and delivered insights to support content strategy and operational decision-making.

**Marketing Data Analytics Assistant**, TOM/EBZ Department – Cal Poly Pomona

Jun 2024 – Aug 2025

- Improved data accuracy and consistency across **200+ records** by maintaining, validating, and updating departmental datasets and website content used by faculty, staff, and students.
- Provided data quality support by resolving **6–8 weekly user inquiries**, investigating and correcting discrepancies, and educating students and staff on data entry best practices and departmental processes.
- Partnered with faculty and cross-functional teams to execute data updates and manage documentation for **3+ projects per term**, ensuring timely completion of operational data tasks.

**Claims Assistant (Part-time)**, Do Phu & Anh Tuan, PLC

Feb 2024 – Apr 2024

- Supported claims processing workflow by creating records, verifying client information, and coordinating communications between insurance carriers and clients for **20 active cases weekly**.
- Managed data entry operations by scanning **50+ documents daily**, organizing files into structured folder systems, and maintaining accurate digital records.

**Marketing & Sales Analyst**, L'OFFICIEL

Mar 2022 – Jul 2023

- Executed production operations and data management for **3+ commercial shoots** annually, tracking and validating talent information, schedules, and budgets while coordinating between creative teams, vendors, and clients.
- Improved operational decision-making by designing and administering **15–20 post-project surveys** annually, analyzing **100+ stakeholder responses**, and synthesizing findings into quarterly reports for leadership and cross-functional teams.
- Increased social media engagement by **15–20%** by developing content for **3–6 campaigns** quarterly, coordinating with editorial teams, and analyzing performance through monthly reports to optimize communications strategies.

**Retail Banking Intern (Client & Financial Analysis)**, Asia Commercial Bank

Aug 2020 – Oct 2020

- Reduced data entry errors by **15%** while processing **30–50 weekly client accounts** by implementing systematic validation and quality control checks.
- Tracked account activity metrics including *session duration and feature usage* across **100+ clients**, identifying **15+ high-engagement accounts** as upsell candidates.
- Accelerated account processing by **10%** by proactively identifying and escalating documentation gaps and data inconsistencies during client file reviews with senior staff.

## ACADEMIC PROJECTS

**Chinook Digital Media Store, Sales Dashboard** – Power BI, DAX, Erwin Data Modeler

- Transformed transactional data into a star schema data warehouse, enabling identification of *24% period-over-period growth* drivers and seasonal revenue patterns.

**Spotify Audio Feature Analysis & Data Visualization** – Python (Pandas, NumPy, Matplotlib, Seaborn)

- Performed EDA, applying data cleaning, statistical analysis, and visualization techniques using Python libraries.

**BigQuery Analysis on IMDb Data** – Python, SQL, Google Cloud Platform <https://www.sololearn.com/certificates/CC-I1AUYYJE>

- Practiced SQL and BigQuery by joining multiple IMDb tables and applied data quality techniques.

## SKILLS, CERTIFICATIONS, AWARDS

**Skills:** SQL, ETL, Power BI (DAX, Power BI Service), Power Automate, Tableau, Python, Excel (PivotTable, VBA), MS SQL Server

**Certifications:** Data Analyst Certificate (DataCamp), Cloud Computing Fundamentals (IBM), Data Platform Foundations Associate (Oracle), SQL Intermediate (Sololearn)

**Language:** English, Vietnamese, Mandarin & Japanese (Beginner)