

Kelly Lam

San Jose, CA | Portfolio: kodingwithkelly.github.io | kelly.kn.lam@gmail.com

EDUCATION

Georgia Institute of Technology

M.S. in Analytics

Remote

Fall 2021 - Present

San Jose State University

B.S. in Applied Mathematics, Concentration in Computational Mathematics

December 2020

Minor in Economics

- **Honors:** Cum Laude, Dean's Scholar (Fall 2017, Fall 2019)

WORK EXPERIENCE

ServiceNow

Santa Clara, CA

Business Intelligence Engineer Intern

May 2023 - August 2023

- Enhanced data efficiency by tagging and organizing 93 custom reports within Workday and implemented a mass deletion initiative, effectively decluttering a repository of unused reports.
- Updated a critical SQL script to incorporate 19 data fields, encompassing a 2700-line code revision employing unions and CTEs to integrate data from Jobvite and SmartRecruiters while preserving query performance.
- Designed and developed 1 Tableau dashboard for managers overseeing teams of 20 to 100 employees, providing comprehensive insights such as team demographics, equity and inclusion, and attrition, to enable management to make informed decisions based on actionable insights.
- Introduced dynamic data visualizations showcasing ticket assignments, quarterly ticket volumes, and resolution rates of the People Analytics team on a pre-existing dashboard on Surf.

Business Intelligence Engineer Intern

May 2022 - August 2022

- Developed and optimized SQL scripts in Snowflake that cleaned typos, unrolled and rolled records of data, and aggregated 500k rows of data on 3 company levels to then import into Tableau.
- Automated reports by developing 2 dashboards in Tableau using action filters, dynamic sheet switching, and error messaging which helped save teams 10 hours per week from static report building in Excel.
- Deployed 1 dashboard that was created with Surf (company's platform) to help give greater data visibility of Sprint roadmapping data in the People's Analytics team.

Bloom Energy

San Jose, CA

Data Visualization Intern

June 2021 - August 2021

- Designed 4 dashboards in Tableau using Salesforce data and Tableau Prep Builder to improve upon deficiencies in the data visualizations and analytical tools that were in use.
- Led the migration from old software to Tableau by replicating 2 old dashboards and refining them with Map filters, Gantt Charts, Bar Charts, KPI's, custom error messages, and drill-down capabilities.
- Presented new dashboards biweekly to Leadership to demo how to level load projects and highlight the critical path needed to move onto new milestones/accounts.

TECHNICAL SKILLS

Languages: SQL (MySQL, SQLite), Python, R, Java, Javascript, HTML, CSS

Libraries: Pandas, NumPy, Seaborn, Matplotlib, Sklearn, Tidyverse, BeautifulSoup, Selenium, D3.js

Software/ Other: Tableau, Tableau Prep Builder, MS Excel, Jupyter Notebook, Machine Learning