

KEVIN PHAM

<https://www.linkedin.com/in/kvnphv/>

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SUMMARY OF SKILLS:

- Identified user pain points in simulated online registration clinics and emergency room kiosks, and iteratively redesigned UI interfaces to streamline workflows
- Implemented the mock-up plan for a clinical decision support system to evaluate the eligibility for ethically nuanced procedures such as euthanasia (MAiD)
- Proficient in R, Python and SQL for statistical analysis, predictive modeling, and data visualization
- Developed custom Tableau dashboards and reports to visualize healthcare trends for dementia in older adults

EDUCATION:

George Brown College

September 2023 - Present

- Post-Graduate Degree - Health Informatics(1 year)
- GPA: 4.0

University of Toronto St. George

September 2018 - June 2023

- Honours Bachelor of Science (HBSoc) - Cells & Systems Biology Specialist
- Relevant courses:
 - STA288H1: Statistics and Scientific Inquiry in the Life Sciences
 - CSB352H1: Bioinformatic Methods
 - CSB472H1: Computational Genomics and Bioinformatics

WORK EXPERIENCE:

Level 2 Service Desk Agent - Department of Infosecurity

September 2021 - April 2022

Home Trust Company - Toronto, ON

- Used ServiceNow to Generate, review and validate data for monthly reporting,
- Generated reports on trends and patterns with regards to significant IT incidents
- Analyzed end-user/client needs, requirements, and expectations
- Proactively identified issues and risks, and followed up on action items
- Participated in requirements gathering and testing of ServiceNow ITSM
- Provided Access services and role assignments to New hires and Transfers.

Level 1 Desktop Support Technician - Department of Infosecurity

May 2019 - August 2019

Home Trust Company - Toronto, ON

- Processed automated scripts for deployment of computers, using Altiris/Symantec Deployment server
- First level technical support, handling user issues, and triaging tickets that are created
- Provided feedback to IT team, managers and end-users to ensure the work is carried out in accordance with the schedule and the quality requirements

CERTIFICATES:

Entry Certificate in Business Analysis (ECBA™)

January 2024

Bilingual Diploma - French Immersion

July 2018

International Language Diploma - Vietnamese

July 2018

EXTRA-CURRICULARS & ACHIEVEMENTS:

- | | |
|--|--------------------------|
| Pianist @ Music Program at Toronto Grace Health Centre | September 2023 - Present |
| <ul style="list-style-type: none">• Monthly musical performances through the volunteer program | |
| Healing Sounds of Music U of T President(Elected position) | October 2019 - June 2022 |
| <ul style="list-style-type: none">• Organize club social events, fundraisers, and choir practices• Organize and perform monthly musical shows at senior homes and rehabilitation centers• Chair executive meetings about club inquiries• Orchestrated a successful fundraising campaign], collaborating with a local supplier to secure bubble tea ingredients at a cost of \$2 per unit. | |
| Medical Sciences Student Union President(Elected position) | March 2019 - June 2022 |
| Camp counselor at Vietnamese Women's Association Toronto | June - August 2018 |
| <ul style="list-style-type: none">• Supervised campers onsite and prepared decorations for events. | |

REFERENCES: Available upon request.