

## KEVIN PHAM

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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

- Monthly musical performances through the volunteer program

### **Healing Sounds of Music U of T President(Elected position)**

October 2019 - June 2022

- 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

- Supervised campers onsite and prepared decorations for events.

**REFERENCES:** Available upon request.