

# KRISTEN (GIANG) PHAN

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## BACKGROUND

- Kristen graduated Summa Cum Laude with a Bachelor's degree in Accounting while participating in several business plan competitions against world-class universities including Harvard and Johns Hopkins.
- She interned and later joined Ernst & Young U.S. as a consultant in the Financial Services sector and developed a passion for automation and cloud infrastructure.
- She is looking for technology-focused opportunities related to cloud infrastructure and automation, ideally in the Financial Services sector. She is actively preparing for the Google Associate Cloud Engineer exam.

## TECHNICAL SKILLS & KNOWLEDGE

- Professional credentials: IBM Data Science ([URL](#)), Google IT Support ([URL](#)), Google Compute Engine ([URL](#))
- Programming languages: Python, Java, SQL, Spark SQL, HTML/ CSS/ JavaScript, R
- IDEs/ Other tools: PyCharm, NodeJS, Eclipse, Databricks (distributed computing), Google Cloud, IBM Watson, ArchiMate (enterprise architect modeling), RStudio, Tableau, Excel, Access

## EDUCATION

**MSc in Business Information Technology**, University of Twente, Netherlands (GPA: 8.35/10) January 2023  
**BA in Accounting**, Texas Tech University, U.S.A. (Summa Cum Laude) December 2018

## PROFESSIONAL EXPERIENCE

**Ernst & Young | Financial Services Advisory Consultant | U.S.A.** June – August 2018; January – December 2019

- Conducted a multi-dimensional analysis of 60+ automation vendors across 10+ automation capabilities to help expand EY's Intelligent Automation service offerings
- Assisted in a current state/ future state assessment of a core banking function; documented business processes spanning 15+ systems to capture improvement opportunities
- Assisted in the implementation of a Control Tower, a centralized system for the Project Management Office of a large bank to assess different project proposals, allocate resources and monitor project progress

**Texas Tech Small Business Development Center | Business Consultant | U.S.A** June 2017 – December 2018

- Assisted clients in developing business plans with capital ranging from thousand to millions of U.S. dollars
- Facilitated client training including one in partnership with the Texas Governor's Small Business Forum

## PROJECT WORK

**Implementing a Flood Management Digital Twin Using Kadaster Knowledge Graph | [URL](#) or LinkedIn** August 2021

- Proposed a smart city Digital Twin implementation using Dutch Land Registry and Mapping Agency's Knowledge Graph (KG); KG is a term coined by Google for graph-based data representation model

**Modeling Enterprise Architecture Using TOGAF and ArchiMate | [URL](#) or LinkedIn** June 2021

- Modeled the baseline/ target architecture & an implementation and migration plan for a fictional company

**Real-time Payments (RTP) Business Case for European Banks | [URL](#) or LinkedIn** March 2021

- Formulated a RTP business case focusing on business impact, EU regulations, and implementation options

**A Case Study on Achmea's Underwriting Workflow Automation | [URL](#) or LinkedIn** March 2021

- Designed a roadmap for automating the underwriting workflow of Achmea, a Dutch insurance company

**Discount Policy Review Tableau Dashboard | [URL](#) or LinkedIn** December 2020

- Built a dynamic Tableau dashboard to identify potential discount policy abuse for a fictional company

## AWARD

**Ventures and Values Business Plan Competition | Finalist | U.S.A.** April 2016

- Proposed an approach to redesigning the interface of industrial machinery by analyzing users' physiological responses for reduced mental workload and accidents