# TONY NGUYEN

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## PROFESSIONAL EXPERIENCE

**Data Scientist – Canadian Business Banking Analytics,** Scotiabank, Toronto, ON                    **Jan 2021 – Present**
- Overseeing a $5B+ loan portfolio by working closely with the government to build out the data infrastructure to handle the reporting and approval of the Canada Emergency Business Account loans which generates $20MM per year in revenue
- Representing Scotiabank on industry calls per week with government officials and 50+ other financial institutions to recommend changes in the CEBA program as it expands to minimize customer impact and improve data requirements
- Measuring performance of all credit card products and marketing campaigns and comparing results against competitors to formulate strategy on underperforming areas

Project/Accomplishment(s):
- Developed and deployed a model to predict customers who are not renewing their mortgages with the bank, this enabled the business to launch a $1.5MM targeted retention campaign each month and reducing customer attrition by 13%
- Worked closely with executives to develop ~14 KPIs to track trends on loan portfolio and presenting insights, challenges, and recommendations to drive business decisions on collection strategy and fraudulent activity prevention plan

**Manager – Business Controls,** Scotiabank, Toronto, ON                    **Nov 2019 – Jan 2021**
**Senior Analyst – Business Controls,** Scotiabank, Toronto, ON                    **Nov 2018 – Nov 2019**
- Managed 5-10 projects simultaneously relating to identification of risks and recommending controls for multiple line of businesses which can lead to savings of $10MM + in regulatory costs
- Consulted with other line of businesses to design process flow diagrams for day-to-day activities and data lineage roadmaps to be used for process improvement initiatives such as robotic process automation (RPA)
- Delivered analysis, briefing notes, presentation, and advice to management team (directors and vice presidents) regarding current state of business processes, improvements, and issue management at both a strategic and operational level

Project/Accomplishment(s):
- Improved data capabilities of a department by implementing agile methodology, working with IT to create a database to track all past/current projects, and designing 7 automated reporting tools to monitor progress of each on-going project

**Management Consultant – Financial Services,** OPTIMUS | SBR, Toronto, ON                    **Nov 2017 – Nov 2018**
- Supervised a team of 9 consultants to develop and redesign the bank's KYC policy and risk models to assist in analyzing and implementing risk calculations for 6000 + capital market clients
- Facilitated training sessions for 40+ employees on client-side to implement new regulatory business processes and procedures
- Directed a team of data scientists/engineers to examine 5 out of 30 critical data elements by performing data quality analytics and visualization to discover 35% of client's data were unclean, resulted in an extension of engagement

## OTHER EXPERIENCE

**Lead Data Scientist – Advanced Analytics,** TalentFit AI, Toronto, ON                    **Mar 2020 – Jan 2021**
- Collaborated closely with leadership team to review client's feedback on the company's product to determine whether a new feature can be created, resulted in 4 new product features being implemented to the web application
- Designed and implemented a new algorithm to match job seekers with companies based on survey data for cultural fit, resulted in a 17% increase in matching accuracy and recommendation of applicants to clients
- Modeled data through creation of logical data models for 30 collections to assist database migration from MongoDB to SQL

Project/Accomplishment(s):
- Created a web-scraping tool to gather information from job boards to increase the company's data capabilities to build a job search engine on their web application, initiative led to an acquisition of 3000 + unique job postings

## EDUCATION

**Master of Management Analytics,** Smith School of Business, Queen's University, Kingston, ON                    **Jan 2019 – Jan 2020**

**Bachelor of Commerce (Finance),** Ted Rogers School of Management, Ryerson University, Toronto, ON   **Sep 2012 – Jun 2016**

## ADDITIONAL INFORMATION

- Technical: Microsoft Office Suite, Bloomberg, PowerBI, MongoDB, Tableau, SQL, R, Python, HTML/CSS, JavaScript, VBA
- Certification : Canadian Securities Course (CSC)