# CHARLOTTE TRINH

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## TECHNICAL SKILLS —

- Data Analytics tools: **R Studio** and **SQL**
- Software productivity tools: **Microsoft, Access, Word, Excel, Power Point, Visio, Tableau**

## INTERPERSONAL SKILLS —

- Experience in both **teamwork** and **individual work**.
- High level of **adaptability** in different work environments.
- Strong **communication**, **strategic**, and **logistic skills.**
- Bilingual in **English** and **Vietnamese**

## EDUCATION —

**Corporate Finance Institute (CFI)**
Introduction to Capital Markets Certificate (April 2022)

**Coursera | Google Academic**
Google Data Analytics Certificate (May 2021)

**Simon Fraser University (SFU)**
Bachelor of Arts, major in Economics, minor in Statistics
(Graduation: Jan 2022)

**Fraser International College (FIC)**
Major in Economics (Sept 2017 – April 2019)

## DATA PROCESSING EXPERIENCE

**4th Prize • 2020 SFU Hackathon**          **November 2020**
*Project: Customer Targeting Recognition and Algorithm*
- Analysis method: Manipulated R Studio to clean and process the whole database for better data management
- Used data modeling to identify the potential customer for the new launching ecommerce platform.
- Result: Successfully built a bias-free machine with an accuracy of 84% to predict potential customer segments.

**Research Student • Statistical Learning and Prediction**          **September 2020**
*Project:  Developing methods for better predicted value classification*
- Analysis method: Compared various machine learning models, such as Stepwise, GAM, and Neural Net to get the closest prediction to the outcome from the given sample.
- Implemented 10-fold Cross-validation and Mean Square Prediction Error to evaluate and test possible error in top performed machines.
- Result: Random Forest is chosen as the fittest model with the lowest testing error only of 0.15 and the narrowest distribution.

**Research Student • Analysis Experimental and Observational Data Course**          **April 2020**
*Project:  Blood Alcohol Concentration Differentiation*
- Analysis method: Used different computer science processes to select and observe the potential determining factor that affects individual alcohol tolerance.
- Result: Age and pre-drink food consumption are some of the factors that trigger BAC rate significantly.

**Investment Strategy for a Start-up • Academic Project**          **July 2019**
*Introduction to Business Technology Management course*
- Analysis method: Utilized various software such as Tableau and Access to construct a data visualization for the top investors out of thousands of entries.
- Result: A business intelligence system is built to figure out potential investors, based on the mutual industry, amount of funding, the portion of shares requested, mutual goal/interests, and year of experience.

## CAMPUS INVOLVEMENT

**Logistic Coordinator** • Universal Case Competition                                                     **June 2018**
- ❖ Promoted the competition to raise morale and build community, via social media postings and face-to-face communication.
- ❖ Arranged the location, scheduled volunteer, and prepared supplies for the event.
- ❖ Observed and engaged with students to ensure a good learning experience and a welcoming environment.

**Peer Educator/Private Tutor** • *Peer Education Program*                                   **January 2019 - August 2019**
- ❖ Worked with student to improve their skills in various courses, such as calculation and writing
- ❖ Prepared, assigned, and corrected homework based individual learning demands.
- ❖ Coordinated with other fellow volunteers to provide well-structured tutor programs and support sections for students in need.

**Event Coordinator** • *Fraser International College Orientation*                                      **January 2018**
- ❖ Managed community service events from aspects, such as venue, seating, presentation, event ice-breaker activities, and dining.
- ❖ Involved in welcoming guest, communicating with staffs, and organizing vendors.
- ❖ Conducted pre- and post- event evaluations and reported on outcomes.

## CUSTOMER SERVICE EXPERIENCE

**In-seat Server** • *Cineplex VIP Cinemas Brentwood*                                       **June 2021 – March 2022**
- ❖ Provided guests with VIP experience, from extensive product knowledge to professional service skills.
- ❖ Took part in a diverse community with high morale and connected workplace.
- ❖ Engaged in communication and effective attention to details.

**Barista and Server** • *Booster Juice Harbour Centre*                                      **October 2018 – June 2020**
- ❖ Required efficiency in multitasking when taking order, making drinks, and serving customer at the same time.
- ❖ Ensured an enjoyable experience for customer with consistent high-quality products and professional customer service.
- ❖ Be flexible in different work settings.
- ❖ Performed extensive side jobs both before and after shift to ensure cleanliness and organization.

**Food Server** • *VINA Vietnamese Restaurant*                                             **October 2017 - July 2018**
- ❖ Adapted to working with other colleagues responsibly and efficiently in a fast-paced environment.
- ❖ Learned and enhanced customer service skills by serving and engaging with buyers.
- ❖ Worked efficiently in a disciplined restaurant system.

## PERSONAL INTERESTS

- ❖ **Athletic Activities,** at least four times a week, both indoor and outdoor such as jogging, yoga, and dancing
- ❖ **Baking and cooking,** experiment with recipes from different cuisines.