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# Mai Ha

St Petersburg, FL 33709 | <https://maiqha.github.io/>

## EDUCATION

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### University of Houston-Downtown

*Bachelor of Science in Applied Statistics*

**Houston, TX**

*August 2014 - December 2018*

➤ Awarded "Lena M Chimenti for Outstanding Senior in Statistics 2018-2019"

➤ Dean's List 2018

### Houston Community College System

*Associate of Science in Business Administration*

**Houston, TX**

*August 2012 - December 2013*

## CERTIFICATION

➤ Google Data Analytics Certificate - pending

## PROJECTS

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### Prevalent cause(s) of cervical cancer

*Researcher*

**Houston, TX**

*January 2018 - May 2018*

➤ Prepared a 20-page research paper written using LaTeX markup package in R Markdown with bibliography

➤ Utilized several advanced data analysis and modeling techniques to evaluate the causes of cervical cancer

➤ Delivered an HTML presentation using R Markdown to the department chair, board of advisors, professors & peers

### Sufficient resources in teaching R to students

*Survey designer & researcher*

**Houston, TX**

*September 2018 - October 2018*

➤ Designed a survey to collect suggestions from a group of 30+ students using Google Forms

➤ Interviewed 5+ professors to investigate if there were insufficient resources in teaching R programming

➤ Prepared a 20-page feasibility report for the Department of Mathematics and Statistics on possible improvement(s)

## SKILLS

➤ Knowledge of SQL, Python, R, and other data analysis techniques (predictive modeling, forecasting, time analysis)

➤ Microsoft Office Suite (Excel, Power Point, Word); Google Business Suite (Sheets, Slides, Docs)

➤ ClickUp and Agile project management (GANTT, Kanban, Timeline)

➤ Vietnamese fluency (read, write, converse)

## EXPERIENCE

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### SandBay Primary & Urgent Care

*Program Coordinator*

**Clearwater, FL**

*January 2021 - March 2022*

➤ Designed a data management system on Google Sheets for a major patient panel with estimated worth of \$1M

➤ Created real-time dashboards and progress reports with Google Sheets formulas and visualization tools

➤ Improved the task distribution system and trained team members to reach 90% completion across measures

➤ Fostered organizational change through regular business analysis meetings and effective problem solving

➤ Took ownership of major assignments by coordinating projects, tasks, and events based on industry requirements and company's vision

### SandBay Primary & Urgent Care

*Office Assistant*

**Pinellas Park, FL**

*March 2019 - October 2019*

➤ Developed a data management system using Excel based on HEDIS requirements for 500+ patient population

➤ Assisted manager and team members at all levels with administrative tasks using PowerPoint presentations & Excel

➤ Scheduled appointments and coordinated medical examination events with a major third party vendor

➤ Helped improve patient flow through rooming patients and translating for Vietnamese patients during office visits

### University of Houston-Downtown

*Supplemental Instruction Leader*

**Houston, TX**

*August 2017 - December 2018*

➤ Mentored and trained up to 20 developing leaders on time management, work organization, and professionalism

➤ Developed lesson plans and led weekly learning sessions for up to 100 students from diverse backgrounds

➤ Networked across student population and professors that helped increase program usage by approximately 10%

➤ Awarded "Outstanding S.I. Leader 1st Year"