
Mai Ha

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

EDUCATION

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

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
- Utilized several advanced data analysis and modeling techniques to evaluate the causes of 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

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- 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

SandBay Primary & Urgent Care

Program Coordinator

Clearwater, FL

January 2021 - March 2022

- Designed a data management system on GSheets for a major patient panel with estimated worth of \$1M
- Created progress dashboards and progress reports with GSheets formulas and visualization tools
- Improved business process to 90% quality by training team members to use a new task distribution system
- Fostered organizational change through regular business analysis meetings and effective problem solving
- Took ownership of major assignment 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+ patients
- Assisted 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
- Triage & roomed patients, translated 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 management, organization, and professionalism
- Developed lesson plans and led weekly learning sessions for up to 100 students from diverse backgrounds
- Networked across clients for more potential customers that resulted in a 10% user increase
- Awarded "Outstanding S.I. Leader 1st Year"