Mai Ha

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

EDUCATION

University of Houston-Downtown   **Houston, TX**
Bachelor of Science in Applied Statistics   *August 2014 - December 2018*

➢ Awarded "Lena M Chimenti for Outstanding Senior in Statistics 2018-2019"
➢ Dean's List 2018

Houston Community College System   **Houston, TX**
Associate of Science in Business Administration   *August 2012 - December 2013*

CERTIFICATION

➢ Google Data Analytics Certificate - pending

PROJECTS

Prevalent cause(s) of cervical cancer   **Houston, TX**
Researcher   *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

Limited resources teaching R programming at UHD   **Houston, TX**
Survey designer & researcher   *September 2018 - October 2018*

➢ Designed a survey to determine problems and collect suggestions from 30+ students using Google Forms
➢ Interviewed teaching 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

SandBay Primary & Urgent Care   **Clearwater, FL**
Program Coordinator   *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   **Pinellas Park, FL**
Office Assistant   *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   **Houston, TX**
Supplemental Instruction Leader   *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"