

Mai Ha

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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 Management

Houston, TX

August 2012 - December 2013

CERTIFICATION

- Google Data Analytics Certificate - expected September 2022

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 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

Survey designer & researcher

Houston, TX

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 R, SQL, Tableau, Spreadsheet (pivot table) and other data analysis techniques (modeling, forecasting)
- 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 Google Sheets for Managed Care patients with estimated worth of \$1M
- Took ownership of major assignments by coordinating projects, tasks, and events with our MSO, Physician Partners
- Created real-time dashboards and progress reports on HEDIS measures using Google Sheets formulas and graphs
- 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

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"