

# My Nguyen

DATA ANALYTICS ENGINEER · DATA SCIENCE

Cambridge, MA

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## About Me

**Experience in Summary** Years of helping to make people's work easier

**Data Analytics** IPython, R, SQL, Excel, SSIS

**Programming** Python, C

## Experience

### Data Analytics Engineer - Operations Research

Hartford, CT

TRAVELERS

Feb. 2019 - Now

- Collaborate with data engineers and data scientists to create, refactor, and productionize work types classification models, which allow managers to assess capacity needs and remedies
- Identify and integrate key data assets from various sources, write tests and perform EDA with pandas and matplotlib to assess usability
- Create scalable, fault-tolerant ETL pipelines in Python with libraries such as pytest, pylint, alembic
- Provide consultations and solutions for various operations and optimization initiatives
- Research various methods in Optimization, Stochastic Modelling, Agent-Based Modelling, Machine Learning, AI and evaluate their appropriate applications in operations context

### Data Analytics Engineer - Agency Ops Effectiveness

Hartford, CT

TRAVELERS

Jan. 2018 - Feb. 2019

- Created a scenarios-based analytical tool with applied Queue Theory concept in Excel, allowing Operations Managers to balance capacity with timeliness metrics, address bottlenecks, and control service workflow
- Established data engineering framework for the department to include comprehensive data access governance, version control with Git, and documentation standard
- Defined strategies and capabilities for Operations Analytics and Research core function, including business use cases, methods, and implementation at scale
- Defined, designed data assets and ETL pipelines in SQL/SSIS to drive better analytics needs and solutions for long term
- Designed, socialized new KPI concept and monitoring tool, provided managers and specialists the capability to assess intermediate future impact of their operational choices

### Management Information Consultant

Hartford, CT

TRAVELERS

Jun. 2015 - Jan. 2018

- Implemented data quality and data change management controls to existing Terminate Unused Appointments process, which was key to save 2m a year on state fees
- Improved ETL process efficiency, and reduced processing time by automation of all manual quality controls, manipulations, and other miscellaneous
- Designed data solutions, ETL pipelines and visualizations using SQL/SSIS/Excel to solve various business problems, including QA, vendor management, capacity planning, and operations reporting

### Management Information Analyst

Hartford, CT

TRAVELERS

Jun. 2013 - Jun. 2015

- Designed a solution for legacy Agency data schema structure to create a new Master Data Product for Travelers agencies, brokers, and producer partners data assets
- Created specification and functional requirements for IT and Data Architecture partners
- Implemented test cases in SQL to ensure all logics were implemented as expected

## Education

### Harvard Extension School

Cambridge, MA

GRADUATE CERTIFICATE IN DATA SCIENCE

Expected Dec. 2020

### University of Connecticut

Storrs, CT

B.S. IN BUSINESS, CONCENTRATION IN FINANCE WITH CUM LAUDE HONOR

May 2013

## Honors & Awards

2020 **Best AR/VR Application**, TechTogetherBoston 2020

Boston, MA