My Nguyen

DATA ANALYTICS ENGINEER · DATA SCIENCE

Cambridge, MA

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About Me

Experience in Summary	Years of experience helping to make people's life easier
Data Analytics and Programming	Python, C, R, SQL, Excel

Experience

Data Analytics Engineer - Operations Research
TRAVELERS

Hartford, CT
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 Machine Learning model package and data pipelines in Python
- Provide consultations and solutions for various operations and optimization initiatives

Data Analytics Engineer - Agency Ops Effectiveness
TRAVELERS

Hartford, CT
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, designed data assets and ETL pipelines in SQL/SSIS to drive better analytics needs and solutions for long term
- Designed, socialized new KPI concepts and monitoring tool, provided managers and specialists the capability to assess intermediate future impact of their operational choices

Management Information Consultant
TRAVELERS

Hartford, CT
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

Management Information Analyst
TRAVELERS

Hartford, CT
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

Extracurricular Activities

SteamForVietnam.org
VOLUNTEER - DATA SCIENCE TEAM

Cambridge, MA
Sep. 2020 - Now

- Bring world class STEM education to Vietnamese middle to highschool student for free via a combination of Bootcamp and MOOCs
- Define KPIs, and create analytic product for LiveApp and LMS to assess user engagement, detect pain-points and improve student graduation rate through personalized assistance

Education

Harvard Extension School
GRADUATE CREDITS

Cambridge, MA
Jan 2020 - Now

Completed	Linear Algebra, Systems Programming and Machine Organization, Mathematical Statistics, Intro to Data Science
In Progress	Data Structure and Algorithms

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

Storrs, CT
May 2013