My Nguyen

DATA ANALYTICS ENGINEER · DATA SCIENCE

Cambridge, MA

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About Me

Data Analytics	IPython, R, SQL, Excel, SSIS
Programming	Python, C
Languages	Vietnamese, English

Experience

Data Analytics Engineer - Operations Research Team
Hartford, CT

TRAVELERS — *Feb. 2019 - Now*

- Build scenarios-based simulation application in Python using Stochastic Modelling, Graph Theory, and standard packages like Simpy and CIW
- Apply data engineering and Machine Learning algorithms to create predictive models for average-handling time, demand, and service classification which can be integreated to operations simulation for a comprehensive model
- Create ETL pipelines in Python, using Object-Oriented Programming paradigm
- Research various methods in Optimization, Stochastic Modelling, Agent-Based Modelling to advance Travelers Operations Analytics and Research function
- Pioneer software engineering framework in analytics as a new standard practice at the enterprise

Data Analytics Engineer - Ops Effectiveness Agency Team
Hartford, CT

TRAVELERS — *Jan. 2018 - Feb. 2019*

- Applied Stochastic Modelling to create a scenarios-based analytics tool in Excel that allowed Operation 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, code versioning, and business requirements standard
- Outlined strategies and capabilities for Operations Analytics and Research core function for enterprise, including business use cases, methods, and implementation at scale
- Deployed Term Unused Process to Hadoop to reduce processing time by 8hrs
- Continued designing ETL pipelines in SQL/SSIS for various business partners

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 business fees
- Improved ETL efficiency, and reduced processing time by 4hours by automation of all manual quality control and other miscellaneous
- Designed data solutions, ETL pipelines and visualizations using SQL/SSIS/Excel to solve various business problems, including audit, vendor relationship 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 Agency, Brokers, and Producer Partners domain
- Created and communicated specification and functional requirements for IT and Data Architecture partners
- Implemented test cases in SQL to ensure all logics were impletemented 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*