

# NHAN NHU NGOC

## FRESHER DATA ANALYST

Go Vap District, Ho Chi Minh city | +84 90 876 1230 | [Email](#) | [LinkedIn](#) | [Github](#)

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### SUMMARY

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Pursuing a career in data analyst, familiar with Python, SQL, and Power BI, and a strong belief in uncovering insights behind the numbers. Experienced in data processing, querying, and visualization. Eager to apply analytical thinking and continuously sharpen data skills in a dynamic, collaborative environment.

### EXPERIENCE

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#### Bovie Cosmetics | Team Leader

Jun 2024 - May 2025

- Led the Customer Service and Marketing teams, ensuring excellent customer experiences and brand engagement.
- Developed and executed marketing campaigns to enhance brand awareness and drive sales.
- Managed employee attendance and work schedules to ensure efficient operations.
- Supervised the Livestream team and in-store Sales team, optimizing performance and sales strategies.
- Assigned tasks and delegated responsibilities based on directives from upper management, ensuring timely execution.
- Worked with external partners, oversaw store construction, and took primary responsibility for all in-store activities.
- Provided training and support to enhance the sales and customer service skills of team members.
- Monitored team performance, proposed workflow improvements, and optimized operational efficiency.

#### BCI Central | Sale Administrator

Mar 2021 - Mar 2022

- Drafted renewal sales contracts based on the templates and client details provided by the sales staff; keyed in and confirmed sales of new and renewal subscriptions in the internal system.
- Entered all expense payments arising in all Vietnam offices; checked and confirmed the accuracy of monthly financial reports submitted by the outsourced accounting company.
- Worked closely with the HR and Sales departments to ensure all contracts were paid by clients.
- Fully understood and worked directly with the internal Order System.
- Received and distributed incoming/outgoing service contracts.
- Wrote legal invoices and sent them to clients.

### PROJECTS (Visit my [Github](#) for more projects and details)

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#### BITCOIN Price Analysis and Predictive Model Building (Study project)

Oct 2024

Objectives: Understanding Bitcoin and importance of Price Prediction; Utilizing Machine Learning; Insight Analysis and Review

Expected results: Price Prediction Models; Trend Analysis; Impact of Variables; Actionable Insights

Skills: Machine Learning; ARIMA; Time series

#### Issue and solutions related to room cancellations (Study project)

Jul 2024

Objective: Understand the reasons for customer cancellations and predict future room cancellation trends. Understand the time periods, customer segments, and cancellation behaviors, so that rooms can be reallocated in a timely manner.

Expected results: Proactively implement suitable strategies; gain deeper insights into customer behavior and preferences; positively impact revenue; improve hotel operational efficiency; enhance customer satisfaction.

Skills: Churn Management; RFM

## SKILLS

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Python (Pandas, Numpy, Matplotlib)	Database Management	Teamwork / Cross-function work
SQL (MSSQL)	Microsoft Office (Excel, PowerPoint...)	Small team leadership
PowerBI (Visualization, DAX)	Google Sheets/ Docs / Slides	Multitasking

## CERTIFICATE

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Data Analyst by MindX Technology School	2024 to 2025
SQL by HackerRank (Basic, Intermediate)	Jan,2024
Basic SQL queries and applications for beginners by GITIHO	Dec 2023
Management Information System by Alison	Dec 2023
Intensive Chinese listening and speaking course	2020

## EDUCATION

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### Major: Architecture

Van Lang University

## ADDITIONAL INFORMATION

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- **Languages:** English (Intermediate), Chinese (Basic), Vietnamese (Native)
- **Contribute to society:** Humanitarian hair donation for breast cancer patients at Breast Cancer Network Vietnam (BCNV) (2024)

## INTERESTS

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Reading academic book such as: Business mindset, language, art of communication, data analyst's upskill  
Coding challenges solving: HackerRank, W3School, SQL Murder Mystery by knight lab  
Design digital product, report dashboard as a freelancer  
Hand/Digital painting art

## REFERENCE

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### Ms. Hoang Thi Mai Hong

HR Manager at BCI Central - Ho Chi Minh City, Vietnam

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### Ms. Vo My Hanh

Content Marketing at Bovie Cosmetics - Ho Chi Minh City, Vietnam

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**Others available upon request**