

# NGUYEN QUOC TRUNG

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## PROJECTS

### Job Ads Data Crawling and Market Research

May 2023 - Present

- Crawled data from job ads sites using Selenium and Requests libraries. Gathered and processed jobs listed from 13 different sites, provided insights into the market.
- Collaborated with one of the company to conduct thorough market research, supported in strategy meeting.

### Customer Personality Analysis with RFM model

[Project link](#) - July 2023

### Video Game Sales Analysis

[Project link](#) - May 2023

### Project Euler

[Project link](#) - 2020 - Present

- Solving problems from [projecteuler.net](#) by applying competitive programming knowledge: number theory, data structure, dynamic programming,...

## EXPERIENCE

### Business Intelligence / Manabie

Jun 2019 - Oct 2022

- Collaborated with stakeholders and worked in internal B2C department. Identified challenges in working with educators and students, developed solutions, and improved the current operational workflow.
- Main responsibilities include constructing data warehouse on Zoho system, building workflow, automating processes, researching market, cleaning data, building workflow and dashboard, training for BI team and end users.
- Some of the major projects that I have completed:
  - **Revamped LMS system**: rebuilt database with new workflows using the Deluge language on Zoho CRM system
  - **Built master dashboard**: dashboard with Google Looker and Power BI that includes all performance indicators, including KPIs, financial metrics, learners progression. Provided managers from different departments a central view of business operations.
  - **Automation tools**: developed several automation tools using Google App Script and Python: sending emails to students, APIs to update student status on system, or automated ELT process for dashboard
  - **Production management**: Supervised video production, created production pipeline on GGSheet and Wrike to communicate and track progression. Analysed video engagement, generated performance evaluation report, and provided insight to managers. Over 750 academic videos uploaded to app from Jul-2019 to Mar-2020.

### Private Home Tutor

Dec 2016 - May 2017

- Taught Math and Physics, monitored student's progress and communicated with parents.

### Garment Merchandiser / Platinum 2000

Jun 2016 - Jun 2017

- Managed production lines, shipping plan, conducted quality checking, booked shipments for approved orders.
- Acted as the communication bridge between customers and the garment factory.

## EDUCATION

### Data Science and Artificial Intelligence / AI VIET NAM

Apr 2023 - Present

### Data Analysis with Python / CoderSchool

[Certificate](#) - 2021

### MSc Business Management / University of the West of England

2017 - 2019

### Business Economics & Management / University of Nottingham

2012 - 2016

## ACHIEVEMENTS

### Best Employee of the Month / Manabie (4 times awarded)

2019 - 2022

### Certificate of Achievement / UWE's Business Case Competition

2018

### Committee of Vietnamese Students / Youths' Association in Malaysia

[News](#) - 2015 - 2016