

Peter Pham

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WORK EXPERIENCE



MIT Sloan School of Management

PROGRAM ANALYST & COORDINATOR

Cambridge, MA

July 2023 – Present

- Oversee all day-to-day operational activities for the MIT MicroMasters Program in Finance
- Aggregate, store, and wrangle course-level data to track and analyze program-level key metrics and outcomes
- Manage course-level data using relational database management systems in addition to analyzing program-level statistics using algorithms and different programming languages while working with a variety of different data sources
- Develop, implement, monitor, and maintain special projects to meet program objectives using educational data
- Participate in the development, ongoing maintenance, and oversight of various program components
- Coordinate hiring of Teaching Assistants (TAs) for the Program in addition to serving as a primary liaison for TA workforce



ZoomInfo Technologies

BUSINESS INTELLIGENCE ANALYST II

Waltham, MA

January 2023 – June 2023

- Defined, tracked, and communicated metrics to help understand how intent initiatives are meeting company objectives
- Lead and assisted with analytics projects to help improve the coverage and accuracy of intent, sales, and marketing data
- Owned ongoing improvements to Zoominfo's intent taxonomy in coordination with various teams
- Created and assisted with various analyses in addition to reports that are scalable to optimize efficiency around every-day tasks
- Identified any anomalies or errors with existing data and present actionable insights to C-level executives and stakeholders



Northeastern University

BUSINESS SYSTEMS ANALYST

Boston, MA

December 2021 – December 2022

- Monitored key systems and respond to any issues to maximize uptime and ensure data integrity
- Oversaw e-commerce areas and various online transaction channels in addition to operations and account reconciliations
- Identified and made recommendations for data issues in addition to developing and maintaining accurate technology processes
- Specialized in data and financial analysis using Python, Snowflake, and Tableau to query, transform data and present actionable insights for Senior Management
- Inspected, cleaned, transformed, and modeled data to highlight useful information in order to support decision making while also acting as a liaison and collaborator with other departments and groups
- Worked with staff across the division on cross-functional team projects, assisting in the development of test scenarios, documenting requirements, and validating system functionality



Northeastern University

ADMINISTRATIVE ASSISTANT

Boston, MA

March 2019 – November 2021

- Worked closely with Senior Data Scientists to test out current and potential new statistical packages such as SPSS, R, SAS, Rapidminer for clustering and other future use cases
- Created dashboards and visualizations within Geopointe and Tableau for constituent engagement scores and research ratings
- Assisted with contacting and gathering data from peer organizations and institutions
- Identified new trends, best practices, and other recommendations to the Assistant VP and Senior Leadership for implementation
- Drafted and oversaw the upkeep of alumni, donor, and stakeholder documentations in addition to departmental coordination and correspondence maintenance

EDUCATION



University of Massachusetts Amherst

BACHELOR OF ARTS IN ECONOMICS

Amherst, MA

September 2014 – September 2019

- Dean's List
- Relevant Coursework: Macroeconomics, Microeconomics, Intermediate Economic Theory, American Economic Labor, Economic Development, Money and Banking, Marxian Economics, and Game Theory

SKILLS

Languages:

SQL, Python, R, SAS, HTML, CSS, JavaScript, TypeScript

CRMs / Databases:

Banner, Blackbaud, Cognos, Cvent, Cybersource, Graduway, LiveAlumni, Salesforce, Snowflake

Other Technologies:

Adobe, Microsoft Office, Tableau, Geopointe, Confluence, Drupal, Jira, SAP, PoS Systems, Workday

Interests and Hobbies:

Art, Digital Media, Basketball, Collectibles and Board Games, Motorcycling, and Video Games