

# Peter Pham

996 Washington Street, Boston, MA 02124

☎ (617) 905-6309 | ✉ phmpr@gmail.com | 🌐 peter--pham

## WORK EXPERIENCE

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### 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

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### 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

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#### Languages:

SQL, Python, R, SAS, HTML/CSS

#### 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