Peter **Pham**
Boston, MA

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WORK EXPERIENCE

MIT Sloan School of Management   *Cambridge, MA*
PROGRAM ANALYST & COORDINATOR   *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 various 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   *Waltham, MA*
BUSINESS INTELLIGENCE ANALYST II   *January 2023 – June 2023*

- Defined, tracked, and communicated metrics to help understand how intent initiatives were 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   *Boston, MA*
BUSINESS SYSTEMS ANALYST   *December 2021 – December 2022*

- Monitored key systems and responded to any issues to ensure data integrity and maximize uptime
- 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 technological 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 collaborator and liaison with other departments and university 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   *Boston, MA*
ADMINISTRATIVE ASSISTANT   *March 2019 – November 2021*

- Worked closely with Senior Data Scientists to test out current and potential new statistical languages/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 institutions and organizations
- 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   *Amherst, MA*
BACHELOR OF ARTS IN ECONOMICS   *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, Video Games