

Phong Ong

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EDUCATION

Syracuse University

MS in Applied Data Science

Graduated Jun 2023

Syracuse, NY

University of Washington (Seattle)

B.S. Biochemistry

Graduated Jun 2018

Seattle, WA

WORK EXPERIENCE

Splice (One Workplace – Vendor for Amazon & Google)

Sep 2022 – Oct 2024

Data Visualization Analyst

Seattle, WA

- Designed and developed interactive data visualizations using Tableau and Power BI, enabling stakeholders to identify trends and make data-driven decisions.
- Collaborated with cross-functional teams to gather requirements and optimize data collection systems, improving reporting accuracy by 25%.
- Built and maintained databases to streamline data pipelines, reducing manual effort and improving data accessibility for end-users.
- Trained 50+ end-users on dashboard tools, increasing adoption of self-service analytics across departments.

H&P Enterprise Inc.

Nov 2019 – Sep 2022

Business Analyst

Seattle, WA

- Analyzed sales data using Excel and Tableau, identifying trends that led to a 36% increase in sales through targeted advertising.
- Optimized inventory and shipping processes by monitoring key metrics, eliminating \$15,000 in annual storage fees.
- Conducted A/B testing to evaluate product visibility strategies, resulting in a 20% increase in sales for top-performing products.

PUBG Corp. (PlayerUnknown's Battlegrounds)

Jun 2018 – Oct 2019

Professional Esports Player

Los Angeles, CA

- Competed as a professional esports player, ranking among the top 16 teams in North America and demonstrating strategic planning under pressure.
- Collaborated with a team of 5 to execute winning strategies, showcasing leadership and communication skills in high-stakes environments.

Institute for Protein Design: King Lab (University of Washington)

Jan 2016 – Jun 2018

Undergraduate Research Assistant/Undergraduate Leader

Seattle, WA

- Supervised and mentored 3 undergraduate lab assistants, improving team efficiency and ensuring high-quality results for ongoing projects.
- Collaborated with an international team to develop an RSV vaccine prototype, contributing to a 30% reduction in project timeline delays.
- Established lab protocols for inventory management, reducing material waste by 15% and improving operational efficiency.

Projects

Dashboards

- Designed and deployed 20+ interactive Tableau and Power BI dashboards, enabling stakeholders to visualize complex datasets and make data-driven decisions.
- Automated data pipelines and created reusable templates, reducing reporting time by 40% and improving cross-departmental collaboration.
- Trained 30+ end-users on dashboard tools, increasing self-service analytics adoption and reducing dependency on technical teams.

Online Store Database

- Built a relational database for an online store, streamlining data storage and retrieval processes and improving query response times by 50%.
- Developed SQL queries to analyze customer behavior, providing actionable insights that increased sales by 15%.

Credit Card Machine Learning

- Applied hierarchical clustering and decision tree models to analyze credit card user behavior, identifying key customer segments that informed targeted marketing strategies.
- Cleaned and preprocessed datasets using R, improving data quality and enabling accurate model predictions.

Accounting Analytics

- Analyzed customer, vendor, and sales data using Excel, identifying trends that improved profit margins by 10%.
- Created automated reports using PivotTables and XLOOKUP, reducing manual reporting effort by 20 hours per month.

SKILLS

- **Languages:** SQL, R, Python
- **Tools:** Tableau, Power BI, Looker, DataGrip, Smartsheets, Microsoft Excel, IDEA, Alteryx, Adobe Illustrator
- **Machine Learning & Modeling:** k-means clustering, hierarchical clustering, decision tree, SVM, naive bayes, neural networks