

## PHU PHAN

Somewhere, Sydney, NSW, Australia · 0413 594 076

[phupt132@gmail.com](mailto:phupt132@gmail.com) | <https://www.linkedin.com/in/phu-phan-02665b209> | [phuphan13.github.io](https://phuphan13.github.io)

### SUMMARY

Analytical, organized, and detail-oriented business and data analysis consultant in complex business, multi-segment, and corporate environments in the insurance and financial industry. Targeting to support organizations in achieving operational excellence through improving business performance, IT projects, and initiatives that enable cost reduction and financial profitability.

### EXPERIENCE

#### **Charles Darwin University, Northern Territory, Australia**

**Mar 2022 – Current**

*Master of Data Science Student (Full-time)*

- Worked closely with the CDU Supervisor on the research thesis project of Literature-Based Discovery to predict the research topics of NSF grant applications and help suggest insights for future researchers in topic selection.
- Developed a framework utilizing Data mining techniques and Logistic regression to infer novel, undiscovered and interesting knowledge by logically linking between fragments of information units.

#### **Workforce Relation, DCDD, Northern Territory Government, Australia**

**Jun 2022 – Aug 2022**

*Vacation Employment Participant (Full-time)*

- Participated in Workforce Relation Support team to provide administrative support to Workforce Relation regarding JIRA issues, dashboards, and system testing.
- Investigated and scoped solutions to migrate data, documents of Workforce Relations from SharePoint to Confluence.
- Developed VBA macros to automate configuring the format/layout of data reports extracted from JIRA system.

#### **Workforce Development, DCDD, Northern Territory Government, Australia**

**Dec 2021 – Feb 2022**

*Vacation Employment Participant (Full-time)*

- Analyzed and understand NTG AGS Systems and Processes, Digital Learning (DL) tasks in handling daily inquiries in JIRA Service Management system.
- Utilized Confluence to help DL team to migrate, collaborate and organize all help guides from NTG MyLearning portal.

#### **American International Group, Inc. (AIG), Vietnam**

**Jun 2010 – Jun 2020**

*Business Analysis Consultant/Country FP&A Lead (Full-time)*

- Participated in daily operational improvements and across various business projects/initiatives in Operations and IT.
- Managed and collaborated meetings with concerned stakeholders in defining project scope and business case analysis.
- Formulated business and functional requirements; used data and modelling methodologies to create specifications for system design and development.
- Conducted descriptive analyses and visualizations regarding customers, brokers, insurance sales and claim data.
- Designed, developed, and maintained data mining models (e.g., market basket analysis) to explore customer behaviors in purchasing insurance products to help up-sell and cross-sell, discover highly contributing factors to historical claims made and detect outlier claims to provide top management advanced notice of potential losses.
- Supported the IT function to manage business data including preprocessing, cleansing and integration.
- Provided technical guidance, training, and research on the insurance industry to local users.

#### **Achievement:**

Awarded as *AIG Vietnam Employee of the Year 2016* thanks to the great supporting attitude in AIG global strategic transformation project and other key initiatives throughout the year of 2016.

**Prudential Vietnam Assurance Private Limited, Vietnam**  
*Distribution Executive (Full-time)*

**Sep 2008 – Jun 2010**

- Frequently tracked and communicated strategic KPIs with Senior Management for the Agency Distribution channel.
- Conducted business analytics and data modelling regarding Agency sales production, compensations, recruitment, and marketing campaigns to retrieve actionable business insights/opportunities to support business decision-making and Agency projects/initiatives.
- Evaluated daily operations, and processes to identify system inefficiencies and provide recommendations and optimized solutions for enhancement.
- Collaborated with IT department in maintaining the customer portal (PruConnect), including requirement analysis, specification documenting, system testing, and deployment.
- Provided assistance and training regarding IT applications, system issues, and computer skills for the local team.

**TMA Solutions, Vietnam**  
*Software Engineer (Full-time)*

**Sep 2006 – Jul 2008**

- Participated in sustaining project of Contact Center software product (Nortel Networks Corporation)
- Independently researched and evaluated software designs, and product knowledge, including environment, setup requirements, technology limitations, and software system deficiencies.
- Provided feedback on design features, reviewed technical documents and procedures, fixed system bugs, and developed new features and automated scripts for testing.
- Prepared system deployment and updated technical documents, procedures, and source code management.
- Participated in daily standup meetings with the TMA onsite/Nortel and local product verification team.
- Nominated by TMA for onsite working at Nortel lab, Galway, Ireland, from Jul to Oct 2007.

## EDUCATION

<b>Charles Darwin University</b> , Northern Territory, Australia, Master of Data Science	2021 – 2022
<b>University of Economics of Ho Chi Minh City</b> , Vietnam, Bachelor of Management Information System	2002 – 2006
<b>NIIT</b> , India, Professional Diploma of Enterprise System Engineer	2004 – 2006

## SKILLS

- Specialized discipline: Insurance & Financial Industry.
- IT Project Management, Business Analysis.
- Business Analytics, Data Storytelling, Budget, and Management Reporting.
- Data Mining (Classification, Clustering, Regression, Market Basket Analysis), Customer Sentiment Analysis.
- Data Cleansing, Data Integration and Engineering.
- Programming: Microsoft platform, MS Excel & Access VBA, Python.
- BI and RDBMS: IBM Cognos, SAP Business Objects, SAP BPC, SQL Server, Oracle, Power BI.
- SDLC: Waterfall, Agile (fundamental).
- Modelling tools: Rational Rose, Visio, Bizagi, BPMN.
- Others: Sharepoint, Office 365, JIRA, Confluence.

## REFEREES

1. Dr. Yakub Sebastian | CDU Lecturer | Theis Supervisor | CDU | 08 8946 6709 | yakub.sebastian@cdu.edu.au
2. Ms. Ellen Reisinger | Manager | Line Supervisor | Digital Learning | DCDD - NTG | 08 89227 092 | ellen.reisinger@nt.gov.au