PHU PHAN

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OBJECTIVE

I am an analytical, organized, and detail-oriented business and data analyst in complex businesses, multi-segments, and corporate environments. My target is to support organizations in achieving operational excellence through improving business performance, supporting IT projects, and initiatives that enable cost reduction and financial profitability.

EXPERIENCE

Charles Darwin University, Northern Territory, Australia   Mar 2022 – Nov 2022
Research student

- Worked closely with CDU Lecturer on a research project to analyze the National Science Foundation grants, using literature-based discovery techniques to explore hidden insights and predict topics of future grants.
- Developed a comprehensive framework for data extraction, text pre-processing, data mining model, validating, and storytelling the outcomes.

Northern Territory Government, Australia   Dec 2021 – Feb 2022
Vacation employee   Jun 2022 – Aug 2022

- Provided administrative support regarding NTG JIRA issues, dashboards creation, and report testing.
- Investigated and scoped solutions to migrate data, documents from MS SharePoint, NTG MyLearning portal to Confluence system.
- Developed VBA macros to automate configuring format and layout of JIRA reports that helps the workforce relation manager up to 90% time saving.

American International Group, Vietnam   Jun 2010 – Jun 2020
Business Analysis Consultant

- Managed and facilitated meetings with stakeholders in defining project scope, business case analysis, requirement elicitation and analysis.
- Formulated business requirements, functional and non-functional requirements, used data and process modelling techniques to create specifications for system design and development.
- Conducted descriptive analyses, visualizations on sales, claim and customer data, presented insights through automated reports and orals presentation to different stakeholders.
- Developed data mining model of market basket analysis to explore customer behaviors in purchasing insurance products to help up-sell and cross-sale, discover key factors to historical claims made, detect outlier claims to provide senior team the advanced notice of potential losses.
- Supported IT function to manage business data including data cleansing, pre-processing, and integration.
- Provided technical guidance, training, and industry research to a local team.

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   Sep 2008 – Jun 2010
Executive Analyst

- Tracked and communicated strategic KPIs of agency distribution with the senior management team.
- Conducted business analytics and data modelling on sales, compensation, and marketing campaigns to support business decision-making.
- Evaluated daily operations and processes to identify system inefficiencies and provide recommendations and optimized solutions for enhancement.
- Liaised with IT on maintaining the customer portal, including requirement analysis and documentation, system testing and deployment.

TMA Solutions, Vietnam   Sep 2006 – Jul 2008
Software Engineer

- Researched on Nortel Contact Center system regarding software design, product knowledge, setup requirements, and system dependencies.
- Provided feedback on design features, technical documents, fixed system bugs, developed new features and automated test scripts.
- Prepared system deployment, updated technical documents and source code management.
- Participated in daily standup meetings with the TMA onsite/Nortel and local product verification team.
- Nominated by TMA for onsite work at Nortel lab, Galway, Ireland, from Jul to Oct 2007.

EDUCATION

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

SKILLS

- Requirement elicitation, gathering and analysis.
- Business process modelling, database analysis and design.
- Management reporting, financial statement analysis.
- Data mining techniques (classification, regression, market basket analysis), customer sentiment analysis.
- Data cleansing, pre-processing, and integration.
- Data modelling, designing and visualizing dashboards.

- Programming: Microsoft platform, VBA, SQL/TSQL, Python.
- BI and RDBMS: IBM Cognos, SAP Business Objects, BPC, SQL Server, Oracle, Power BI, Neo4J.
- Modelling: BPMN, Rational Rose, Draw.io, Visio, Bizagi.
- Others: Office 365, SharePoint, JIRA, Confluence.

CERTIFICATION

Pearson PTE Academic 83/90
ASC Associate membership

REFERENCE

Will provide upon request.