Dat Dao

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Phone: (206) 488-6846
Email: daniel.dao229@gmail.com
Social: LinkedIn, GitHub

Languages and Technologies

Technical Skills: SSMS, MySQL, T-SQL, Power App, Power Automate, Power BI, Tableau, SharePoint, Dataverse, Nintex Form, Nintex Cloud Workflow, Alteryx, Tableau Prep, Hadoop, Scala, Apache Spark, Hive, Kafka, Nifi, Hbase, GitHub, Jira, Azure DevOps.

Programming Languages: SQL, Python, R, DAX, M-Query, PowerFx

Spoken Languages: Fluent in English and Vietnamese.

Education and Training:

Bellevue University   Bellevue, NE
MS, Data Science
- Course Works: Statistics, Data Exploration and Analysis, Data Preparation, Data Mining, Predictive Analytics, Big Data

Southern New Hampshire University   Manchester, NH
BSBA, Management Information System (with a minor in Finance)

Certificates & Certifications:

Microsoft Certified: Power Platform Fundamentals – April 2022
Alteryx Designer Core Certification – June 2023
Udemy: Power BI Training for Data Science (Dec. 22, 2021)
Udemy: Advance SQL for Data Analysis (Jun. 25, 2022)
Coursera: Big Data with Spark and Hadoop Essentials (Jan-2023)

Experiences:

Protiviti   **Cincinnati, OH**
Senior Data Analyst   August 2021 – Present
- Developed and implemented data governance processes and Power BI reports, overseeing 10,000+ job openings for streamlined data transfer management.
- Integrated Power Apps, Power Automate, Dataverse, SharePoint, and Power BI to create a comprehensive supplier management solution for 80+ suppliers.
- Constructed cloud workflows utilizing Power Automate, Alteryx, and Nintex, resulting in a significant reduction of 90,000+ working hours per year through enhanced data processes and automation.
- Applied advanced SQL queries, Power BI, and ETL techniques for accurate and efficient data processing and visualization.

Bon Secour Mercy Health   **Cincinnati, OH**
Principle Data Analyst   July 2019 – July 2021
- Utilized Python scripts and SSMS to efficiently extract, transform, and load (ETL) Salesforce, Cisco, and Genesys data into SQL databases.
- Leveraged Tableau Server dashboards and applied Call Center data to optimize operations, understand customer needs, and develop custom dashboards for performance monitoring of 400+ agents.
- Proficient in data optimization, improving data quality and accessibility for efficient analysis, and handling a daily call volume of 30,000+.
- Resolved data issues and maintained data integrity for 7,000+ health care providers, showcasing strong problem-solving skills.

Walmart, Inc.   **Ft. Wright, KY**
Support Manager   January 2018 – July 2019
- Masterfully orchestrated daily operations, orchestrating seamless plans, and overseeing a high-performing team of 30 individuals, ensuring not just completion but exceeding expectations in task execution.
- Served as a key mediator in fostering and enhancing client-company relations within the Walmart project management sphere, cultivating an environment of collaboration and mutual success.
- Drove a results-oriented approach by meticulously tracking sales goals, proactively identifying lucrative sales opportunities, and spearheading comprehensive management of promotions, research initiatives, and sales reports.
- Elevated team capabilities through expertly conducted training sessions, empowering associates and department managers with the skills and knowledge needed to thrive in a competitive retail landscape.