Quy Phuc (Fillips) Bui

Service Quality Analyst

Hanoi, Vietnam

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 spillif | fillipsbui

Skilled in Data Analysis (Operations/ Data Specialist/ Business), Process Analysis, Visualization (Power BI, Tableau), and Data-driven Decision-Making. Deep passion for Data, Automation, and Data Science.
Open to relocate.

EMPLOYMENT

2021 - Present

APL Logistics Ltd. (APLL) | Service Quality Analyst | Remote

- Aligned/ tightened the process (Automation) globally with a 10% increase in productivity.
- Created the local dashboard (Tableau/ Power BI) for CSR to keep track of performance.
- Reduced the unprinted invoices (revenue) below 2% to recover the AR and revenue leakage by managing the country profile.
- Data reporting Lead of Vietnam, Cambodia, and Myanmar.
- SEA's lead on the global project enterprise reporting system (Data Lake).

06/2019 – 03/2021

Nordstrom, Inc. | Inventory Control Specialist | Toronto ON, Canada

- Preserved the stock's accuracy at 96% yearly and fulfilled the shipping performance.
- Developed the stock counting application with Headquarter IT apps team in Seattle at the store level to crosscheck after products departed DC to minimize the inbound discrepancies (cost).
- Analyzed the sales record with product prices to eliminate revenue leakage while forecasting the high-demands seasons/ items.

01/2019 – 06/2019

Results Hospitality | Data Collector & Business Analyst | Toronto ON, Canada
- Uplifted 2% in revenue (in stocks) for Shangri-La Toronto, Hilton, and Sheraton.
- Built an inventory cycle for Toronto Pearson International Airport to keep their product turnover high.
- Retained customer quality through Dashboard and followed up once a week.

01/2017 – 12/2018

Fairway Market | Assistant Manager | Victoria BC, Canada
- Increased sales by 3% by redesigning floor and inventory layouts.
- Maintained the daily stocks at 10% before the new stock came in.
- Data-driven to manage the daily order (peak season) from customers.

PROJECTS	**Productivity Measurement – Refine the calculation method (2022)** **APL Logistics Ltd. | Global** - Designed a new approach to calculate the actual productivity for the whole company to replace the current method which only counts the HC and number of the total bookings.

		• The immediate impact to 95% of accuracy than the recent one. The scope also helps the origins (global) to manage their productivity.
		Headcounts Forecasting (2021 - 2023) **APL Logistics Ltd. | Local** • Built the standard process that most customers can be aligned to. Then this supports the global team in tightening the process across regions. • Used the standard process to time-motion each account to summarize the needed headcounts for each team. • Built macro to run through each of the templates (once per customer) to get the overall FTE (Full Time Employee) for a week. • Created a dashboard based on the macro data to forecast the upcoming season. Users can use the forecast (yearly) vs the actual vs the forecast (based on booking on hand and forecast sent from customer) to adjust the calculating.
		CS Star Performance (2022 - 2023) **APL Logistics Ltd. | Local** • Created the program to recognize the quarterly performance of the customer service department. • Results are based on: Operational KPIs, compliments, complaints, Kaizen/ CIP, and Collaboration/ Teamwork.

EDUCATION

Diploma in Business Administration – General Management (GPA 3.25/4)

Camosun College
2016 – 2018
Victoria BC, Canada

High School Diploma (GPA 7.0/10)

Nguyen Trai High School
Hanoi, Vietnam

Certificate in Business Administration (GPA 3.3/4)

Camosun College
2016 – 2018
Victoria BC, Canada

SKILLS

Programming Languages

Python, SQL, VBA.

Microsoft Office

Excel, OneNote, Visio, Power Automate
Text Editors

Visual Studio Code, RStudio (Little)

Visualizations

Tableau, Power BI.

Google/ IBM

Google Sheets, BigQuery, IBM Watson.
Reporting

Brio, Webfocus, Data Lakes.

CERTIFICATIONS

Google Data Analytics (Here to Credly)

IBM Data Analyst (In Progress)

IBM Data Science (Here to Credly)

Microsoft Excel Advanced (Here)