

Quy Phuc (Fillips) Bui

Global Data 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/ Remote/ additional Freelance or Project.

EMPLOYMENT

7/2024 – Present

[SVP Vietnam Co., Ltd](#) | Global Warranty and Service Data Analyst | Remote

- Design a system to track reliability metrics and component removal rates using sales and warranty data.
- Improve the warranty and service data collection.
- Controlling the warranty collection (Enhancing the document management process).

2021 – 7/2024

[APL Logistics Ltd. \(APLL\)](#) | Service Quality Specialist | 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.
- SEA data reporting lead. Support creating reports via Brio/ Excel/ etc. per request. Enhance the manual report by applying the automation and macro to schedule the refresh query and send the catch-up request.
- Support creating the macro to tighten the process and reduce 15% of the manual work.
- SEA leads the global 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 the headquarters IT apps team in Seattle at the store level to cross-check after products departed the DC to minimize the inbound discrepancies (cost).
- Analyzed the sales record with product prices to eliminate revenue leakage while forecasting the high-demand 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 the dashboard and followed up once a week.

01/2017 – 12/2018

Fairway Market | Assistant Manager | Victoria, BC, Canada

- Increased sales by 3% by redesigning the floor and inventory layouts.
- Maintained the daily stocks at 10% before the new stock came in.
- Data-driven to manage the daily orders (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 the number of total bookings.
- The immediate impact is 95% accurate than the recent one. This scope also helps the origins (global) to manage their productivity.

Headcounts Forecasting (2021 - 2023)


APL Logistics Ltd. | Local

- We built the standard process that most customers can align to. 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 a macro to run through each template (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), the actual, and the forecasting (based on bookings on hand and forecasts sent from customers) to adjust the calculation.

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.

Others ( **spillif**)

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

IBM Data Analyst

Others

IBM Data Science

Microsoft Excel Advanced