Stephen Pham

stepham10@gmail.com | (281)-768-1766 | https://www.linkedin.com/in/stephenhoangthaipham/

EDUCATION

University of Houston, Conrad N. Hilton College of Global Hospitality Leadership　　　　　**Expected May 2023**
Bachelor of Science in Global Hospitality Leadership (Emphasis in Project Management and Data Analytics)
Minor in Management Information Systems
Cumulative GPA: 3.69

HONORS AND AWARDS

Dean's List:　　　　　**Spring 2020, Fall 2020, Spring 2021, Fall 2021, Fall 2022**
Eagle Scout Award　　　　　**April 2015**

EXPERIENCE

Operations Area Manager Intern　　　　　**June 2022 – August 2022**
Amazon, Reno, Nevada
- Designed and implemented a new inbound process by using an ergonomic end-of-conveyor lift assisted machine that boosted productivity by 22.44%, reduced the safety risk by 68.40%, and reduced the number of dwelling freights by 54.83% that will save Amazon estimated $500k in labor cost.
- Collected and analyzed 180k data points through Excel and Excel visualization to create data driven insights to increase overall productivity and reduce the safety risk for Amazon Associates.
- Collaborated and partnered with 3 different department leads to proficiently carry out the project within a 10-week timeframe.

Food and Beverage Managerial Intern　　　　　**May 2021 – August 2021**
Hershey Entertainment & Resorts Company, Hershey, Pennsylvania
- Forecasted demand of $1.5k+ of alcoholic beverages using historical data to maintain par levels of product inventory.
- Managed a cross functional team of 50+ servers, server assistants, hosts, bartenders, and bar-backs and their functions.
- Conducted activities to include scheduling staff, interviewing, and hiring 3 applicants, and preparing weekly payroll of estimated $75k for the entire staff.

PROJECTS

Google Data Analytics Capstone Project　　　　　**December 2021**
- Cleaned, combined, and improved googles data set by 59.3% to simplify and showcase the relevant data using R studio packages such as readr, tidyverse, lubrudate, skimr, and janitor.
- Developed an interactive data visualization dashboard using 1.3 million lines of clean data that compares the different data points using Tableau.
- Analyzed the data to the stakeholder's objective and recommended to give a 15% discount when customers ride a length of 30 minutes or more in order to increase the members for the membership reward program.

CERTIFICATIONS & SKILLS

AZ-900 Microsoft Azure Fundamentals Certification　　　　　**October 2022**
MS-900 Microsoft 365 Fundamentals Certification　　　　　**December 2022**
Google Data Analytics Professional Certification　　　　　**December 2021**
The Complete Python Bootcamp Certification　　　　　**Expected February 2023**
Skills:
- **Programming Languages: Python,** R
- **Query Language:** SQL
- **Data Visualization:** Tableau, PowerBi
- **Big Data:** tidyverse, ggplot2, readr, lubridate, skimr, janitor
- **Office 365 Suite**

ORGANIZATIONS

Management Information Systems Student Organization　　　　　**Fall 2020 – Present**
Member
- Engaged in events to enhance professional skills in resume building, interviewing, and public speaking.
- Attended various workshops and development opportunities to enhance soft skills and personal branding.
- Networked with peers, alumni and company sponsors to gain insight in industry.