Stephen Pham

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EDUCATION

University of Houston, Conrad N. Hilton College of Global Hospitality Leadership **May 2023**
Bachelor of Science in Global Hospitality Leadership (Emphasis in Project Management and Data Analytics)
Minor in Management Information Systems
Cumulative GPA: 3.7 (*Magna Cum Laude*)

EXPERIENCE

Project Information Specialist I **July 2023 – Present**
FLUOR Corporation, Sugar Land, Texas
- Oversee the day-to-day project operations for 150+ users, taking a central role in troubleshooting user issues, managing onboarding and offboarding processes, and equipping users with essential software tools to streamline workflows efficiently.
- Recommend improvements and solutions to 10+ engineering leads and the project management team to further enhance the automation process.
- Coordinate the implementation of 4+ client-mandated systems, covering planning, setup, and configuration in a time-effective manner.

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% saving Amazon an estimated $500k in labor cost.
- Collected and analyzed 1.8k data points through Excel and used Excel visualization to create data driven insights to increase overall productivity and reduce the safety risk for Amazon Associates.
- Collaborated with 3 different department leads to successfully carry out the project within a 10-week timeframe.

CERTIFICATIONS & SKILLS

AZ-104 Microsoft Azure Administrator Associate Certification **May 2024**
CompTIA N10-008 Network + **November 2023**
MS-900 Microsoft 365 Fundamentals Certification **December 2023**
AZ-900 Microsoft Azure Fundamentals Certification **October 2022**

- **Programming Languages:** R Programming
- **Query Language:** SQL
- **Microsoft Azure:** Blob Storage, Cosmos DB, Azure Functions, Azure CDN
- **Data Visualization:** Tableau, PowerBi
- **Data Analysis Tool:** Excel
- **CI/CD Pipeline:** Git, GitHub
- **Microsoft Office Suite**

PROJECTS

Azure Static Resume (Cloud Project) **April 2023**
- Developed a web application to host a static resume website using Azure Blob Storage, HTML, CSS, and JavaScript.
- Integrated an Azure Function with an Azure Cosmos DB to store and retrieve visitor counter data for the website.
- Configured Azure CDN to enable HTTPS and custom domain support for the static website and implemented a CI/CD pipeline using GitHub Actions for automated deployment.

STR Global (Capstone Project): Data Engineer **April 2023**
- Engineered an interactive dashboard utilizing 1.5 million lines of data to showcase Houston's hotel market, incorporating relevant KPIs, maps, and graphs in Tableau that met business requirements.
- Enhanced user experience and implemented two map layers and two navigation buttons across two dashboards using interactive filters.
- Performed data cleaning and consolidation by leveraging Excel functions, including IF statements, Extract Functions, and Concatenate, to prepare and manipulate STR's 1.5 million lines of data for analysis

ORGANIZATIONS

Management Information Systems Student Organization **Fall 2020 – Spring 2023**
Member
- Engaged in events to enhance professional skills in resume building, interviewing, and public speaking.
- Participated in various workshops and development opportunities to enhance soft skills and personal branding.
- Networked with peers, alumni and company sponsors to gain insight in industry.