

Stephen Pham

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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 (Dean's List: Spring 2020, Fall 2020, Spring 2021, Fall 2021, Fall 2022)

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 1.8k 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 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

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.
- Created 20+ calculated fields and 25+ interactive filters to enhance user experience, and implemented two map layers and two navigation buttons across two dashboards.
- 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.

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

Skills:

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