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 (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

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.

Google Data Analytics Capstone Project   **December 2021**
- Leveraged R Studio packages such as readr, tidyverse, lubrudate, skimr, and janitor to clean, combine, and improve Google's dataset by 59.3%, simplifying and showcasing the relevant data.
- Created an interactive data visualization dashboard using 1.3 million lines of clean data to compare different data points in Tableau.
- Conducted data analysis aligned with stakeholder objectives and recommended a 15% discount for customers who ride for 30 minutes or more to increase membership enrollment in the 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**
Skills:
- **Programming Languages:** Python**,** R
- **Data Visualization:** Tableau, PowerBi
- **Data Analysis Tool:** Excel
- **Query Language:** SQL
- **Big Data:** tidyverse, ggplot2, readr, lubridate, skimr, janitor
- **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.