Thao Nguyen

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EDUCATION

Miami University | Oxford, OH
Combined MS in Statistics | GPA: 3.93/4.00   Aug 2023 – Aug 2025
BS in Data Science & Statistics with Business Analytics Co-Major | GPA: 3.88/4.00   Jan 2021 – Dec 2024
Minors: Actuarial Science, General Business

SKILLS

R | SQL | Python | SAS | Google BigQuery | Power BI | Tableau | Microsoft Office Suite (Word, Excel, PowerPoint)

WORK EXPERIENCES

Miami University – Statistical Consulting Center   **Oxford, OH**
Statistical Consultant Intern   **May 2023 – Aug 2025**
- Assisted the manager with statistical consulting for over 20 faculty and graduate students conducting research at MU by taking notes and suggesting analysis strategies during meetings with the clients
- Performed efficient data cleaning and employ various statistical techniques using R in alignment with clients' specifications, leading to the discernment of pivotal trends and insights crucial for the success of client projects

Evolv Technology   **Waltham, MA**
Business Intelligence Analysis Intern   **Jun 2024 – Aug 2024**
- Designed and implemented forecasting models (ARIMA and Exponential Smoothing) to project monthly bookings for the next two quarters across key verticals, enhancing budget allocation and strategic resource planning
- Identified key insights on company perception by analyzing sentiment in over 80 articles, using Python to extract and categorize claims related to the company's marketing, business practices, and technology
- Enabled data-driven decision-making by swiftly completing ad-hoc data analysis requests across multiple BI aspects using Excel, ensuring timely and accurate insights
- Resolved data discrepancies in Salesforce by identifying instances of incorrect opportunity information and opening tickets to address non-conforming data issues

Miami University – Center for Analytics & Data Science   **Oxford, OH**
Project Intern – Cleaveland Clinic   **Sep 2023 – Dec 2023**
- Collaborated with industry experts to evaluate the need for increased full-time staffing in relation to quality metrics
- Conducted comprehensive data cleaning and exploratory analysis in R to uncover key insights and present to the client
- Developed classification tree models in R to predict year-end compliance of members by metric over different years

PROJECTS

Predicting Anxiety Levels Using Machine Learning   **May 2025**
- Analyzed a dataset of 11,000 records to explore the relationship between different predictors and the likelihood of participants having high anxiety using R
- Fitted and compared multiple machine learning models, identifying logistic regression as the top performer, with lifestyle-related factors (sleep hours, physical activity level, diet quality, etc.) as key predictors
- Provided actionable insights on lifestyle adjustments to help prevent and reduce social anxiety

First-Year Integrated Core – Key Bank Client Challenge   **Aug 2021 – Dec 2021**
- Secured the 2nd highest contribution ranking in a competitive project addressing Key Bank's business challenges through targeted market research and iterative solution design
- Elevated Net Promoter Score by translating SQL-driven analysis of customer service data into actionable improvements
- Crafted a comprehensive slide deck for presentation to an audience consisting of approximately 10 esteemed professors, ensuring clear and impactful communication of key information

AWARDS AND ACHIEVEMENTS

ASA DataFest 2023 – First Place   **Apr 2023**
- Worked with teammates to deliver strategic guidance on client's customer reachability and human resources management
- Leveraged data manipulation and visualization techniques in R and Power BI to transform complex information into clear, concise narratives and presented to the stakeholders
- Diagnosed data collection issues and recommended survey design modifications to improve data accuracy