

THUY TRAN

☎: +1 416 417 2041
✉: thuytr@my.yorku.ca
in: [linkedin.com/in/thuytran137/](https://www.linkedin.com/in/thuytran137/)
📍: North York, ON

QUALIFICATION SUMMARY

- Highly analytical, detail oriented, and goal driven 3rd year IT student seeking a position in as Data Analyst Intern.
- Experienced in different industries such as Office management, Sales & Customer Services, Project Management.
- Extensive academic experience in working with large data sets to perform Data Cleaning, Data Visualization, Reporting, Data Modeling and Machine Learning.
- Proficient in MS Excel, Python, SQL, JAVA ,and strong understanding of MATLAB, R, Tableau.
- Strong working knowledge of Project Management, ETL pipeline, Business Intelligence.
- Interested in Automation and Artificial Intelligence.
- Comfortable working under pressure, work efficiently both in team or individually.

EDUCATION

Honors Bachelor 's Degree in Information Technology, Expected 2021.

York University, Keele Campus

- *Outstanding Academic Achievement Scholarship 2020, GPA 8.2/9*
- *Data Science Projects:*
 - *Project: House Price: Advanced Regression Techniques*
 - *Project: Titanic: Machine Learning from Disaster*

These are on-going competitions on Kaggle.com. After performing exploratory data analysis and feature engineering, I have built the data model using the best algorithms with highest accuracy score to make predictions of the target.

- *Project: Tag mentions and User Types on Stackoverflow*

Using SQL to extract from BigQuery, load and transform the data to answer some interesting questions relating topic of interests and membership on Stackoverflow.com.

Marketing Research and Analytics, Post-Graduation Certificate, 2015

Centennial College, Scarborough, Canada

- *Dean's Honour Roll 2015 with GPA 4.3/4.5*

Strategic Relationship Marketing, Post-Graduation Certificate, 2014

George Brown College, Toronto, Canada

- *Dean's Honour Roll 2014 with GPA 3.95/4*

Business Administration, Bachelor Degree, 2009-2014

International University, Vietnam

- *Canadian Bachelor Degree certified by WES*
- *Partial Outstanding Academic Scholarship 2009*

WORK EXPERIENCE

Pain Rehabilitation Clinic Inc, Toronto

September 2017 – September 2019

Clinic Supervisor

- Provided software training to the team of 8 members, improved the productivity in appointment booking and treatment tracking.
- Proactively reported Balance Statement to Insurance Company and Legal Representative on a monthly basis to resolved Outstanding Balance on patients' accounts.
- Revised billing process which boosted the company revenue to 125% compared to previous period.
- Improved the workflows by utilizing Google Calendar and Google Drive to keep all stakeholders informed and responsive about the constant change in appointment scheduling.
- Administered policies and procedures to ensure the company complies with PHIPA.

Maple Leaf Vietnam, Toronto

August 2015 – September 2016

Project Coordinator

- Responsible for initiating, executing, and controlling marketing campaign projects.
- Supported executive teams in calendar management, meeting and training.
- Utilized market research skills to provide accurate, timely information to assist the management team in decision-making process.
- Responded to clients' requests about the services in a timely manner.

JC 88 Pte Ltd, Singapore-Ho Chi Minh City

Project Coordinator

December 2009 – June 2013

- Succeeded in advertising and selling tour services to new potential clients. Generated USD 700,000 in sales revenue in total.
- Demonstrated strong client-focused values by maintaining relationships with suppliers to negotiate the best deals and provide clients with the most valuable, memorable travel experience.
- Managed logistics (accommodation, transportation, restaurants) for more than 1000 tourists coming from Singapore, Indonesia, and Malaysia. Strong ability in handling customer inquiries, complaints, billing questions and service requests.