

NGUYỄN TIẾN ĐỨC

DATA ANALYST - FRESHER



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BRIEF ABOUT MYSELF

With a background in logistics and multimedia, I bring a unique blend of analytical skills, problem-solving abilities, and creative insight to my career transition into data analytics. My experience in logistics has honed my skills in data tracking, process optimization, and Excel-based analysis, while my work in multimedia has given me a strong understanding of performance metrics and a keen eye for detail. I am now eager to leverage these skills as a data analyst, where I can apply my passion for data-driven decision-making to generate impactful insights for tech-focused organizations.

[CLICK HERE TO SEE MY DATA PORTFOLIO](#)

WORK EXPERIENCE

DHL Global Forwarding
06/2022 - 12/2022

CUSTOMER SERVICE INTERN (6-MONTH CONTRACT)

Responsibilities and Achievements:

- Data Tracking and Analysis:** Monitored and recorded the daily quantity and condition of goods leaving Samsung factories (SEV, SEVT), tracking large volumes of merchandise (up to 15 tons/day during peak times) and ensuring timely delivery to airports. Utilized **Excel** to organize data, track quantities, and monitor logistics efficiency, developing strong data management skills.
- Process Optimization:** Created efficient tracking systems using Excel to ensure accuracy in inventory and logistics. Coordinated with drivers for urgent orders, leveraging communication skills to manage last-minute adjustments and optimize logistics processes based on real-time needs.
- Problem Solving and Communication:** Actively solved customer issues related to the forwarding process, such as delays, damaged or lost goods, and quickly devised solutions to minimize impact. Enhanced skills in critical thinking and flexibility, key competencies for handling unexpected data and analytical scenarios.

Freelance
02/2023 - 07/2024

MULTIMEDIA FREELANCER

[Click here if you want to take a look at my products.](#)

Responsibilities and Achievements:

- Data-Driven Performance Monitoring:** Tracked and analyzed marketing performance metrics (e.g., views, average view time, CTR, CPC, CPA) to assess the effectiveness of visual communication strategies. Developed insights to help clients optimize their brand visibility and engagement on social media.
- Workflow Optimization:** Regularly refined project workflows by reorganizing project files and optimizing image processing, demonstrating an ability to streamline processes - a skill that aligns well with data cleaning and preparation tasks in data analysis.
- Client Communication and Feedback Analysis:** Engaged with clients to understand their needs and provided insights on visual solutions, suggesting improvements based on feedback and data-driven assessments. Created organized systems for tracking client interactions and feedback, mirroring skills required to handle structured data and client insights in an analytical role.

EDUCATION

2019 - 2023
MJ: **INTERNATIONAL BUSINESS ECONOMICS**
FOREIGN TRADE UNIVERSITY
GPA: 3.15 / 4.00

SKILLS

- Analysis / Research
- Presentation
- Teamwork
- Microsoft Office
- Problem Solving
- Excel
- SQL (SQL Server & MySQL)
- Visualisation (Power BI & Tableau)
- Python

ACHIEVEMENTS

2024
945 TOEIC (Reading + Listening)

2019
10/10 in English subject for University Entrance Exam 2019