



# BINH TIEU

## Junior Data Analyst

[tieukbinh.github.io/BinhTieu-portfolio.github.io/](https://tieukbinh.github.io/BinhTieu-portfolio.github.io/)

### PROFILE

Teamwork | Intercultural communication | Business Insights |  
Data Analyse, Visualise, Report & Storytelling

### PROJECT

#### GUEST EXPERIENCE & QUALITY MANAGEMENT

##### Radisson Hotel Group

- Analyse satisfaction & define influencing elements, then establish recommendations & actionable plans for improvement.

#### THE TLC TRIP RECORD DATA

##### PwC Belgium – Deals & Analytics

- Analyse big data using Tableau, understand consumer behaviours, consumption volume, gratuity pattern.

#### GRI & CQI YEAR-END REPORT

##### Radisson Hotel Group

- Benchmark RHG with competitors, benchmark subsidiary branches within RHG environments across various areas.

### WORK EXPERIENCE

#### FRONT-OF-HOUSE SUPERVISOR (PART-TIME)

##### Oct 2020 – Present | Hanoi Station, Brussels

- Handle a wide range of client interactions, resolving conflicts.
  - Attention to details, manage guest's experience & requests.
- » Developed strong interpersonal and problem-solving skills.

#### LEAD DIGITAL COMMUNICATION

##### Apr 2021 – Apr 2023 |

##### SIVIBI – Vietnamese Student Association in Belgium

- Guide & support team members for their own good.
  - Strategise & coordinate output narratives.
- » Practiced leadership & enhance emotional intelligence.

#### HUMAN RESOURCE MANAGEMENT

##### Jan 2022 – Aug 2022 | Value Network, Leuven

- Optimise & automate database management systems.
  - Interns & Volunteers acquisition and retention.
- » Improved workflow's efficiency & internal communication.

### EDUCATION

#### DATA SCIENCE | MASTER OF BUSINESS MANAGEMENT

Universiteit Hasselt

#### MARKETING | BACHELOR OF BUSINESS MANAGEMENT

Odisee University College

“Trials & Errors! I seek to embrace challenges as opportunities to learn and amelor.”

### SKILLS

Postgre SQL

Microsoft Offices  
(PowerPoint, Excel, ...)

Tableau & Power BI

KNIME Analytics

SPSS

SAP ERP

Adobe Photoshop

Adobe Illustrator

Adobe Premiere Pro

### LANGUAGE

English - Fluent

French - Intermediate (DEL F B1)

Vietnamese - Native

### CONTACT

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