



# BINH TIEU

## Business Analyst & Data Analyst

### 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

"Trial & Error! I seek to embrace challenges as opportunities to learn and thrive."

### 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 (DELF B1)

Vietnamese - Native

### CONTACT

+32 499 43 01 19

tieukbinh@gmail.com

Leuven 3010, Belgium

linkedin/tieukbinh