Khoi Minh Truong

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PROFESSIONAL EXPERIENCE

Business Development and Fulfilment Management   July 2024 – present
Verizon and RKTech Corp.   San Jose, CA – Plano, TX
- Managing a $1,000,000 fulfilment pipeline and, in 2025 Q2, secured additionally $37,400 in recurring monthly billables
- Driving process improvements, designing workflows, and increasing operational efficiency by 27.3%
- Maintaining a 96% client retention rate through proactive risk management and stakeholder communication
- Researching and identifying new business opportunities, trends, and emerging technologies across tech consulting and telecommunications sectors; Supporting decision-making processes with data-driven insights

Discord Content Moderator   May 2021 – present
Various Gaming and Streamer Communities   Remote (*Discord*)
- Managed and Enforced community guidelines across many small and medium-sized Discord servers, ensuring swift removal of inappropriate or harmful content, such as hate speech, obscene materials, explicit language, and threats, maintaining safe spaces for gamer communities with up to 5,000 members in North America and Southeast Asia
- Leveraged multi-cultural understanding to ensure compliance with local sensitivities (e.g., of the U.S. and Vietnam)
- Worked closely with server admins and moderation teams, ensuring a unified approach to rule enforcement and incident resolution, contributing to cohesive team efforts in maintaining community safety and member trust

Data Analyst, Developer, and Assistant Coordinator   Sept 2023 – Jun 2024
Cornell University Student Disability Services   Ithaca, NY
- Responded to and managed student emergencies on campus to ensure a safe and supportive academic environment
- Coordinated logistical support to facilitate over 930 accommodations and alternative formats for academic functions weekly, ensuring equitable access and support services for upwards of 2,000 students and faculty members a semester
- Developed and deployed systems to organize course data, streamlining workflow and retrieval efficiency by over 67%

Applied Machine Learning Research Developer   Jan 2024 – May 2024
Samuel Curtis Johnson Graduate School of Management   Ithaca, NY
- Engineered a multimodal machine learning prototype tool, designed to streamline the content creation workflow
- Curated and Processed over 16,000 social media posts to fine-tune the core LLM and Bayesian probabilistic models
- Positioned the prototype as a scalable and profitable venture with various revenue streams and growth opportunities

Business Consultant and Data Analyst   Aug 2023 – Apr 2024
Soft Landing New York + Cornell SC Johnson College of Business (*project client: Home Chocolat*)   Ithaca, NY
- Led a market research project for a novel product, Identified untapped opportunities, and Refined product strategies
- Designed multi-attribute compositional and clustering models to reveal consumer preferences and market segments
- Collaborated with cross-functional teams and Provided actionable insights to improve product launch readiness

Media Coordinator and Editor   Sept 2019 – Jun 2023
Wabash College   Crawfordsville, IN
- Designed assets for and Edited the college's flagship newsletter weekly consumed by over 1,000 students on campus
- Synthesized and Analyzed weekly career-developmental information to produce targeted and educative promotions
- Collaborated with student associations to address employment inquiries and promote career events and services

Macro Research Assistant (*COVID-19*)   Mar 2021 – Aug 2022
VinaCapital (*investment management*)   Ho Chi Minh City, VNM
- Performed market research and information extraction, collaborating closely with prominent macro-research voices
- Curated and compiled biweekly topic-related information from financial databases, news outlets' data dashboards, and governmental documents, for senior economists, executives, and investors
- Continued mastering the Bloomberg Terminal and honing fluency in Excel functions for financial-economic analyses

Market Engagement & Enforcement Associate (*COVID-19*)   Jan 2020 – Feb 2021
Grab (*mobility-as-a-service super-app*)   Ho Chi Minh City, VNM
- Facilitated crisis-management strategies with client-focused and community-centric approaches, resulting in a more manageable scale of pushback than predicted, mitigating potential losses by 45% compared to market projections
- Engaged regularly with drivers and users to gather feedback, then Devised digital assets and logistical support for campaigns, reinforcing brand trust within a partnership with over 200,000 drivers and user base exceeding a million

RESEARCH PROJECTS

Multi-Modal Optimization Prototype for Social Media Reach, Cornell University   May 2024
tomkhoitm.github.io/#CaptionIQ

- Designed a scalable recommendation model for visual and textual contents, able to distinguish high- from low-quality content with a fair-to-good ranking ability (AUC-ROC 0.789), 70% accuracy, and 71% precision
- Explored monetization via SaaS, social platform integrations, and influencer sponsorships

Conjoint Analysis on the Preference for Experiential Consumption, Soft Landing New York   May 2024
tomkhoitm.github.io/#HomeChocolat

- Found that consumers exhibited on average 39% higher willingness-to-pay for storytelling, artisanal, and experiential branding, supporting a 12-18% price premium recommendation, advising the end client of U.S. go-to-market strategy

Computer Science Independent Study, Wabash College   Apr 2023
Efficient Model Design to Study Network Dynamics
tomkhoitm.github.io/#mobileContagion

- Built grid-based and scale-free network models to test epidemic behaviors with emergent patterns
- Identified efficient modeling strategies with minimal I/O complexity, useful in policy and health economics contexts

Economics Capstone Thesis, Wabash College   Jan 2023
Great Recession's Post-Crisis Changing Income Gaps
tomkhoitm.github.io/#IncomeInEQ

- Delivered econometric insights on the trade-offs between growth stimulation and equity stabilization to inform central bank and fiscal policy decisions, wherein post facto monetary expansions can moderately curb income inequality.
- Highlighted that households may shift income composition post-crisis, adding to the complex divergent income trend.

EDUCATION

Cornell University | SC Johnson College of Business   Ithaca, NY, USA
Master of Professional Studies in Applied Economics and Management (STEM) (*Tech concentration*)   GPA 3.911 / 4.000

Wabash College   Crawfordsville, IN, USA
Bachelor of Arts in Economics (*with* Business and Computer Science minors)   GPA 3.778 / 4.000

Relevant coursework: Algorithms; Data Structure; Statistics; Game Theory; Micro-, Macro-, and Behavioral Economics

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TECHNICAL SKILLS

Programming Languages: Python, SQL (SQLite), Excel, R, Stata, and HTML.
Data Analytics: Developed data analysis pipelines and AI/ML models with Stata and Python: Supervised Learning (SVM; Bayes; Logistic, Multi-Linear, and Polynomial Regressions; Regularization; k-NN; Tree-based Ensembles; etc.), Unsupervised Learning (k-Means, PCA, etc.), and NLP. Fluent in extracting data via Python, R, and Bloomberg Terminal.