

Tom Nguyen Tran

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WORK EXPERIENCE

- CADY | Data Quality Specialist** June 2025 - Present
- Automated data cleaning processes by creating a **Python script** to turn raw text data into a cleaned table to identify missing data, find duplicates, and detect anomalies, **saving over 7 hours of manual labor weekly** and **increasing efficiency by 30%**.
 - Validated **1,500+ photography data entries** daily, ensuring standardized formatting and correct student profiles with **99% accuracy** to minimize reporting errors.
- Various Locations | Customer Service & Operations** August 2023 – June 2025
- Maintained continuous employment in various service roles, consistently balancing operational responsibilities with full-time academic coursework.
- PUREJOIN | Merchant Operations Specialist** May 2023 – August 2023
- Investigated and resolved ~ **10 chargeback disputes weekly**, communicating with merchants to gather evidence and submit **formal representations** to fight "**friendly fraud**".
 - Managed **KYC (Know Your Customer) onboarding** for new merchant accounts, verifying identity documents and business legitimacy to ensure compliance before account activation.
 - Configured **PAX payment terminals** utilizing VAR sheets to connect to processors including **TSYS** and **Worldpay**, and **deployed POS hardware** for credit card processing.

PROJECTS

- Merchant Transaction Risk Monitor** December 2025
- tomnguyentran.github.io/portfolio/risk_monitor
- Analyzed **1.3M transaction records** (\$65M volume) using **SQL** and **Python** to identify the root cause of **\$2.9M in losses** and **high chargeback ratios**.
 - Identified "**Card Absent**" (**Reason Code 10.4**) as the primary loss driver, accounting for **5,220 incidents**.
 - Developed a **Tableau executive dashboard** to track **KPI performance** and **risk trends**, visualizing a reduction in chargeback ratios from **1.15% (Critical)** to **0.65% (Safe)**.
 - Recommended **3D Secure implementation** to shift liability, and audits for **38 high-risk merchants** to prevent **\$825K in annual losses** and mitigate network fines.

PROFESSIONAL INVOLVEMENT

- TAG Fintech Society | Committee Member** January 2026 - Present
- Selected to serve on the Fintech Committee to support the planning and execution of industry events.

TECHNICAL SKILLS & TOOLS

Python | SQL | Tableau | Excel

EDUCATION

- Georgia State University** | Atlanta, GA December 2024
- Bachelor's in Data Science