

TOM PHAM

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SUMMARY

Data Analyst with a strong analytical mindset and excellent communication skills, adept at translating complex data insights for non-technical audiences. Proficient in Python, Microsoft Excel, SQL, and Tableau. Experienced in ensuring data quality and accuracy, with a proven ability to work efficiently under deadlines.

TECHNICAL SKILLS & CERTIFICATIONS

Programming Languages & Visualization: Python, SQL, Tableau, Excel

Certifications: Google Analytics Professional Certificate, Tableau Desktop Specialist, Azure DP-900

WORK EXPERIENCE

Orange County Registrar of Voters

Feb 2024 – Mar 2024

Ballot Processor / Duplication Data Entry Technician

- Processed and accurately entered duplicate ballot data for 500 ballots daily, ensuring compliance with election regulations and procedures.
- Identified and resolved discrepancies in ballot data, contributing to a 20% improvement in data accuracy.
- Utilized Novus to perform data duplication and entry tasks, maintaining a consistent pace of 65 entries per hour.

AmbuServe/Shoreline Ambulance

Oct 2020 – June 2023

Emergency Medical Technician (EMT)

- Delivered pre-hospital care by accessing vital signs, blood pressure, and oxygen levels during patient transport, averaging 7-8 daily calls during 24-hour shifts.
- Coordinated with EMS, law enforcement, and firefighters to respond promptly to 911 calls, including car accidents and at-home emergencies.
- Performed on-site and in-hospital assessments to gather medical history and deliver appropriate treatments.

PROJECTS

Capstone Project (Social Media Engagement Analytics)

- Collaborated with a three-person team to collect, process, and analyze social media engagement data across Instagram, Twitter, and YouTube for *The Knowledge House* using Python.
- Designed an interactive Tableau dashboard to visualize and summarize key findings, such as peak engagement times, effective content strategies, and audience demographics.

Data Analyst Job Market Analysis

- Conducted a comprehensive analysis of the job market by cleaning and prepping data using SQL, SQLAlchemy, and Pandas.
- Analyzed 11,000 job postings to reveal key trends in the job market, including in-demand skills, top hiring locations, and salary variations for both remote and non-remote positions.

EDUCATION

CO-OP Careers

June 2024

Data Analytics Fellow

- Engage in a 16-week fellowship program, acquiring expertise in data cleaning, transformation, analysis, and visualization using SQL, Python, and Tableau, alongside continuous professional development.

LA-Tech Business Academy

Aug 2023 – Dec 2023

Business Scholar

- Enrolled in an immersive career development program, which includes 160 hours of classes and assignments about marketing, sales, product management, entrepreneurship, and the tech industry.

The Knowledge House

July 2022 – Sept 2023

Data Science & Python Fellow

- Enhanced skill set in programming, data cleaning, analysis, modeling, visualization, and managing large data sets using Python, and SQL through training under a project-based, data science curriculum with 400+ hours of technical instruction and professional development.

University of California, Irvine, School of Biological Sciences

June 2020

B.S., in Biological Sciences