TOM PHAM

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EDUCATION

COOP Careers - Data Analytics Apprentice   *Expected June 2024*
- Engage in a 16-week apprenticeship program, acquiring expertise in data cleaning, transformation, analysis, and visualization using SQL, Python, and Tableau, alongside continuous professional development

LA-Tech Business Academy   Los Angeles, CA
Business Scholar   *Aug 2023 – Dec 2023*
- 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   Remote
Data Science & Python Fellow   *July 2022 – Sept 2023*
- 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   Irvine, CA
B.S., in Biological Sciences   *June 2020*

TECHNICAL SKILLS & CERTIFICATIONS

Programming Languages & Visualization: Python, SQL, Tableau, Excel
Certifications: Tableau Desktop Specialist, DP-900

PROJECTS

Social Media Engagement Analytics Capstone Project
- 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.

Excel Coffee Beans Sales Dashboard
- Developed an interactive Excel dashboard to visualize global coffee bean sales data. Utilized Excel functions such as XLOOKUP, Index Match, and Pivot Charts to clean and format columns.
- Visualized key insights, including sales over time, bean roast preferences, package size, top sales by country, and top 5 customers.

WORK EXPERIENCE

AmbuServe/Shoreline Ambulance   Gardena/Orange, CA
Emergency Medical Technician (EMT)   *Oct 2020 – June 2023*
- 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.

RiteAid   Corona Del Mar, CA
Pharmacy Technician   *Jan 2019 – Aug 2020*
- Managed an average of 50+ patient phone inquiries daily, providing efficient customer service.
- Processed and filled prescription information and medication orders within the pharmacy software system.