

# TRIDO

Highland Heights, Kentucky

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*I am Junior student in Data Science major. I have 2 years of experience as a Research Assistant with 2 projects (Adaptive Testing System for Elementary Programming, NLP to detect fake review) and a proven track record of improving customer engagement through data-driven insights in banking internship. I am proficient in PostgreSQL, R, Python (Pandas, scikit-learn, LangChain, etc.)*

## EDUCATION

### NORTHERN KENTUCKY UNIVERSITY

Bachelor of Science in Data Science

GPA: 3.85/4.0

Highland Heights, KY

August 2022 – Present

- Coursework completed with grade A: Data Analytics and Visualization, Data Wrangling, Intermediate Statistics, Object-Oriented Programming
- Projects: cleaned and analyzed manufacturing data from a steel manufacturer to detect errors in the production lines using Python, analyzed heart disease data to determine and predict the risk of having heart disease of patients using R

## EXPERIENCE

### BANK FOR INVESTMENT AND DEVELOPMENT OF VIETNAM

Hanoi, Vietnam

Data Science Intern, Data Management Centre

May 2024 – August 2024

- Trained and implemented stacking classifier of 10 binary classifiers for labelling 10GB of unstructured transaction note for customer behavior analysis enhancing targeted marketing effectiveness by 25%
- Cleaned large amount of unstructured text data for further Natural Language Processing process to analyze customer behavior and prevent fraud
- Trained and implemented OCR models to recognize Vietnamese language in financial context, reducing manual processing time by 70% and significantly enhancing operational efficiency in financial operations.
- Designed and implemented a RAG (Retrieval-Augmented Generation) model for a manuals chatbot, enhancing information accessibility and reducing query response time by 85%
- Organized and delivered Power BI training sessions for cross-departmental teams

### NORTHERN KENTUCKY UNIVERSITY

Highland Heights, KY

Research Assistant

November 2022 - Present

- Collaborated with a team of 3 and a professor to develop an Adaptive Testing System for the Elementary Programming course at Northern Kentucky University, expecting a 30% improvement in student learning outcomes
- Develop system backend API in Java to manage Testing website for Elementary Programming class
- Design and manage database of 16 tables in PostgreSQL to profile students and their ability to create an adaptive practice test
- Design the frontend using a combination of JavaScript and HTML for interactive learning website Python Programming class
- Perform logistic regression to analyze emotions to explain fake review detection deep learning model and improving its accuracy by 15%

### CUC GALLERY

Hanoi, Vietnam

Data analytics manager

June 2021 – Jan 2022, June 2024 - Present

- Contributed to the development of CUC Gallery's e-commerce website, resulting in a 13% increase in customer engagement
- Managed a comprehensive paintings database with 61 fields, streamlining inventory processes and reducing artwork listing time by 40%

## HONORS AND AWARDS

- LIFE Fellowship promotes and covers stipends for STEM Research in Health and Science

## ADDITIONAL SKILLS

- Proficient in Power BI, Java, HTML, Node.js and Vue.js
- Proficient in MS Office (Word, Excel, PowerPoint)