**Tri Nguyen**

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**WORK EXPERIENCE**

**University of California, San Francisco Oct. 2018 – Present**

*Financial Analyst San Francisco, CA*

* Tracked monthly AP/AR transactions for external and internal cores
* Coordinated with various external accounting department for ongoing resolution of past dues
* Investigated and reconciled billing inconsistencies with cash team
* Optimized work flow for updating and maintaining Aging Reports and Recharge procedures
* Prepared and performed General Ledgers Verification in accordance to UCSF Controller Office regulations

**Salesforce (via Beacon Hill Staffing) Jul. 2017 – Sep. 2018**

*Application Data Analyst San Francisco, CA*

* Owned and developed training database for Einstein Service Cloud (Einstein Agent/Smart Agent on Org62)
  + Collected, labeled, and meticulously built datasets containing 25,000+ customer service cases during development ([www.salesforce.com/video/1757409/](https://www.salesforce.com/video/1757409/))
  + Provided actionable insights and human evaluation on on-going Einstein enterprise data product’s performance by analyzing pilot customer data
* Project managing a cross-office labelling team to effectively meet weekly spreadsheets labeling deadlines
  + Prepared training materials and set up channel of communication for new team members
  + Monitored and reported on weekly recommender algorithm’s quality evaluations
  + Recommended a time-effective process to streamline evaluation workflow to software engineering team
* Manipulating and cleaning large case and knowledge article database with Excel/Sheets and Python
  + Creating intuitive labelling workflow en masse on Sheets and Google ajax plugins for easy-entry of data
  + Preparing ad-hoc reports from labeling results for data science team to explore interesting insights

**Tactical TeleSolutions May 2017 – Jul. 2017**

*Telemarketing Translator San Francisco, CA*

* Translated customers audio recordings to English for clients' feedback
* Collected survey information on calls from assigned customers (following preliminary protocols) with tact in communication since many customers are elders or people with little understanding of English

**Los Medanos College Jan. 2014 – Jul. 2015**

*Math Lab Tutor/Technical Assistant Pittsburg, CA*

* Provided college students with on-demand one-on-one and group tutoring in Math courses
* Set up and provided support for students with learning software on the Math Lab computers

**EDUCATION**

**University of California, Berkeley Graduation May 2017**

*BA Economics Berkeley, CA*

* Competed in NCIFL Berkeley Fencing Tournament 2015
* Volunteered as Golden Bear Orientation Leader for Fall 2017 at Cal
* Phi Sigma Pi’s Outreach, campus gym staff

**SKILLS & INTERESTS**

* **Skills:** MS Office (Outlook, PowerPoint, Excel); Google Forms/Sheets; Tableau/PowerBI; Excel (Power Query, Power Pivot, Data Model, VLOOKUP’s, ad-hoc reporting); R; intermediate Python & SQL; financial modeling & forecasting; Youtube channel setup, management, and marketing; Salesforce CRM Service Cloud;
* **Interests:** currently learning HTML5/CSS; when not studying Tri can be found at the gym, drinking coffee while lurking on Reddit, or porting a Fallout mod; is a sci-fi colony sim enthusiast; CCR fan