

Trung Le

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OBJECTIVE

Dedicated Computer Science student with a minor in Business Data Analytics, skilled in **SQL, Python, Java**, and **JavaScript** for addressing complex data and software challenges. Committed to enhancing business performance by using advanced data visualization tools like **Tableau** and **Power BI** and leveraging cloud technologies such as **Azure** and **Google Cloud Platform**. Planning to pursue a Master's degree in Data Science to further enhance my ability to develop innovative analytics solutions and effectively address complex business challenges. Demonstrated excellence in providing on-call support, achieving a 98% client satisfaction rate through rapid problem resolution, timely project delivery, and robust support during critical periods.

EDUCATION

University of Washington, Tacoma, WA

September 2021 – June 2024

Bachelor, Computer Science - Minor in Business Data Analytics

Tacoma Community College, Tacoma, WA

September 2019 – August 2021

Associate, Computer Science

PROJECTS

Sales Performance KPIs

- Boosted data analysis speed by 25% by preprocessing 10,000 rows using **Pandas** in **Python**.
- Increased profit margins by refining discount strategies with **SQL** queries.
- Advanced strategic insights with a **Tableau** dashboard visualizing market trends and top products.

Social Media Analysis

- Optimized marketing plans by analyzing social media metrics with **Pivot Tables** in **Google Sheets/Excel**.
- Elevated content strategy and visitor retention by 20% using **Google Analytics** to track and analyze traffic.
- Enhanced social media engagement by 25% by aligning content releases with peak user periods.

EXPERIENCE

STAR Vietnam Translation & Software Co., Ltd, Ho Chi Minh City, Vietnam

May 2015 – May 2018

Project Coordinator

- Improved on-time delivery by 15% and secured 98% client satisfaction in Europe and North America by coordinating with a multilingual team and providing on-call support during holidays and weekends.
- Amplified operational efficiency by 20% with advanced **Excel** and **Pivot Table** reports, improving data management and decision-making.