

# Trung Le

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## OBJECTIVE

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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

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### 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

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### Sales Performance

- Enhanced data processing efficiency by 25%, by preprocessing 10,000 dataset rows using Pandas in Python, significantly reducing analysis time, and supporting quicker strategic decisions.
- Elevated profit margins by 18% through strategic refinement of discount policies, utilizing complex SQL queries to optimize pricing models.
- Boosted a 12% sales increase by engineering a Tableau dashboard that detailed key market trends and top sellers, directly guiding pricing strategies and inventory management.

### Social Media Analysis

- Optimized marketing tactics by employing advanced Pivot Table analyses in Google Sheets/Excel, which refined social media strategies and boosted audience engagement by 30%.
- Improved visitor retention by 20% by employing Google Analytics to meticulously track and refine web traffic strategies, significantly boosting user engagement.
- Increased social media engagement by 25% by strategically scheduling content releases during peak engagement periods, optimizing visibility and interaction.

## EXPERIENCE

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

May 2015 – May 2018

Project Coordinator

- Elevated on-time delivery by 15% and secured a 98% client satisfaction rate by optimizing coordination with a multilingual team and extending comprehensive on-call support to off-hours.
- Raised operational efficiency by 20% by leveraging sophisticated Excel functionalities and Pivot Tables to craft detailed performance reports, significantly improving budget management and payroll precision.