

Trung Le

Tacoma, WA • **Phone:** (929) 483-1850 • **Email:** trungle.analyst@gmail.com • **Portfolio:** trungleanalyst.github.io

SUMMARY

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**. 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

Bachelor, Computer Science - Minor in Business Data Analytics

June 2024

Tacoma, WA

Tacoma Community College

Associate, Computer Science

August 2021

Tacoma, WA

PROJECTS

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

STAR Vietnam Translation & Software Co., Ltd

Project Coordinator

May 2015 – May 2018

Ho Chi Minh City, Vietnam

- 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% through advanced Excel functions and Pivot Tables, creating detailed performance reports that significantly improved budget management and payroll precision.