

# Trung Le

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## OBJECTIVE

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Computer Science student with a Business Data Analytics minor, skilled in **SQL, Python, Java, and JavaScript**. Enhancing data visualization skills using **Tableau** and **Power BI**, with a foundational knowledge of cloud technologies like **Azure** and **Google Cloud Platform**. Preparing for a master's degree in Data Science to enhance my expertise. Recognized for providing exceptional on-call support, achieving a 98% client satisfaction rate by ensuring responsive problem resolution and on-time project delivery, and seamlessly handling continuous requests even during holidays and tight deadlines.

## EDUCATION

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<b>University of Washington, Tacoma, WA, US</b> Bachelor, Computer Science - Minor in Business Data Analytics	September 2021 – June 2024
<b>Tacoma Community College, Tacoma, WA, US</b> Associate, Computer Science	September 2019 – August 2021

## PROJECTS

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### 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

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<b>STAR Vietnam Translation &amp; Software Co., Ltd, Ho Chi Minh City, Vietnam</b> Project Coordinator	May 2015 – May 2018
<ul style="list-style-type: none"><li>• 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.</li><li>• Amplified operational efficiency by 20% with advanced <b>Excel</b> and <b>Pivot Table</b> reports, improving data management and decision-making.</li></ul>	