Trung Le

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

SUMMARY

Detail-oriented Computer Science student proficient in **SQL, Python, Java**, and **JavaScript**. Holds a minor in Business Data Analytics and develops expertise in data visualization tools such as **Tableau** and **Power BI**. Demonstrates skills in front-end and back-end development using cloud services such as **Azure, AsterixDB**, and **Google Cloud Platform**, excelling in troubleshooting, application stability enhancement, and robust database management. Recognized for providing responsive on-call support and effective solutions, ensuring continuous system operation and client satisfaction, even under tight deadlines and during holidays.

EDUCATION

University of Washington, Tacoma, WA, US   September 2021 – June 2024
Bachelor, Computer Science - Minor in Business Data Analytics

Tacoma Community College, Tacoma, WA, US   September 2019 – August 2021
Associate, Computer Science

PROJECTS

Sales Performance KPIs
- Cleansed and preprocessed 10,000 rows using **Pandas** in **Python** to prepare data for analysis and gain insights on sales performance, resulting in a 25% reduction in data processing time.
- Analyzed sales performance metrics using **SQL** queries to identify the low-profit ratio trends regarding discounts to suggest finding a good discount level that can increase the profit ratio.
- Created a dynamic dashboard using **Tableau**, resulting in 3 visualizations of market trends and the identification of high-performing products.

Social Media Analysis
- Collected, processed, and analyzed social media metrics (views, likes, comments, shares) using **Pivot Tables** in **Google Sheets/Excel** to optimize a travel club's marketing campaigns.
- Utilized **Google Analytics** to monitor website traffic, successfully identifying trends among visitors which informed targeted content strategies.
- Identified peak posting times through detailed analysis, boosting engagement rates by 35% by aligning content releases with user activity peaks.

EXPERIENCE

STAR Vietnam Translation & Software Co., Ltd, Ho Chi Minh City, Vietnam   May 2015 – May 2018
IT Support Specialist & Project Coordinator
- Provided responsive **on-call** IT support, effectively resolving critical issues to maintain system reliability and performance, even outside of standard business hours.
- Ensured **on-time** delivery of projects by closely coordinating with a Vietnamese translation team, maintaining high service standards for European and North American clients on holidays and weekends.
- Managed and analyzed client and translator data, maintaining detailed reports using **Excel** and **Pivot Tables** to support timely decision-making and operational efficiency.