Trung Le

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SUMMARY

Detail-oriented Computer Science student is proficient in **SQL**, **Python**, and **Java**. With a minor in Business Data Analytics, I have developed expertise in data visualization tools such as **Tableau** and **Power BI**. Skilled in both front-end and back-end development, I excel at troubleshooting and improving application stability. My robust skills in database management and advanced data analysis are further enhanced by my previous work experience, where I was recognized for providing timely, responsive on-call support and robust solutions. These efforts ensured continuous system operation and client satisfaction, even during holidays and under tight deadlines.

EXPERIENCE

STAR Vietnam Translation & Software Co., Ltd   2015 - 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 translator team, achieving high service standards for European 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.

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

- Collect and process data using **Pivot Tables** in **Google Sheets/ Excel** for metrics such as views, likes, comments, and shares on each social media platform to keep track of the results of the marketing campaign for a travel club.
- Use **Google Analytics** to track the visitors of the website.
- Analyze data to determine the best time to post content on social media and identify which content attracts more engagement.

EDUCATION

University of Washington, Tacoma   2024
Bachelor, Computer Science - Minor in Business Data Analytics

Tacoma Community College, Tacoma   2021
Associate, Computer Science