

VICTOR CHEN

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PROFILE

Adaptive and hard-working application developer seeking data analyst position with a professional sports organization.

EDUCATION

University of Wisconsin-Madison, Wisconsin School of Business, Madison, WI 2024
Master of Science in Business Analytics Candidate

Chapman University, Orange, CA 2013
Bachelor of Business Administration

PROFESSIONAL EXPERIENCE

Saddleback College, Mission Viejo, CA 08/20 - 08/23
Mathematical Tutor

- Taught entry level students with basic math fundamental skills including algebra, calculus, and trigonometry
- Created and presented workshop on *Math anxiety* and how to overcome hardship
- Aided students with math and statistics courses
- Developed practical skills with re-entry students practicing on tools such as *Excel* and *Microsoft Office*

Manley Solution, Ladera Ranch, CA 11/16 - 04/23
Project Manager

- Constructed a *Linear Regression* model using python to calculate number of minutes a customer would use per month to assess reasons for high output and lower rates
- Created purchase orders with over 50 vendors on multiple in-building projects to track costs
- Built and maintained invoice system with over 100 reoccurring customers in *QuickBooks* that automated monthly billing
- Supported out-in-field technicians with inbuilding-network project and system support to increase customer satisfaction and prevent delays

Pacific Life Insurance, Aliso Viejo, CA 09/13 - 10/16
Case Coordinator

- Headed new applications for company internal network
- Maintained ongoing communication with in-the-field financial advisors
- Collaborated with team members to update and quality review job procedures
- Stayed up to date with current life insurance rules and regulations

Indomitable Entertainment, Santa Monica, CA 01/13 - 04/13
Film Script P.A. Intern

- Read and analyzed potential film scripts to provide detailed coverage reports for decision makers
- Closely shadowed Executive Assistant to manage office tasks
- Demonstrated ability to react quickly and efficiently in fast-paced, demanding environment

DATA SCIENCE PROJECTS

Equipment maintenance: based off data from a delivery-based company, explored to see if there was a possibility to predict which vehicles would break down to reduce repair costs. Cleaned data in *Jupyter Notebook* to perform analysis using *pandas* and *seaborn* libraries. Performed *Gradient Boost Binary Classifier* to forecast device failure.

Loan default prediction: analyzed a data set from a bank to forecast default on mortgage loans. Normalized unevenly distributed numeric data with *Scikit-Learn* to improve model performance. Processed an *under-sampling* to balance dependent variable to increase accuracy scores. Formulated questions to ask future applicants based off feature importance. [Github Project](#)

TECHNICAL EXPERIENCE

Software and Tools: Advanced Excel (VLOOKUP, Pivot Tables, What-If analysis), Google Colab, *Jupyter Notebook*, Rstudio, SAS Enterprise, QuickBooks

Certificates: Bloomberg (2013)

Languages: C++, SAS, SQL, R, Python