LOAN PHAM

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TECHNICAL PROFICIENCIES

- **Data Management and Analysis:** Data Analysis, Data Visualization, Programming Skills, Machine Learning Algorithms, Data Cleaning and Preparation, Reporting
- **Programming Languages:** Python, R, SQL, TypeScript, JavaScript
- **Tools/Platforms***:* PowerBI, Tableau, PostgreSQL, Jira, SSMS, SSIS, Github
- **Libraries/ Frameworks:** Matplotlib, Seaborn, TensorFlow, Scikit-learn, Pandas, NumPy, ggplot2, Node.js, PyTorch

EDUCATION

University of Windsor   **December 2023**
Master of Management in Business Data Analytics   Windsor, Canada

University of Danang – University of Economics   **July 2019**
Bachelor of Science in Management Information System   Danang, Vietnam

EXPERIENCE

COWELL- Asia   **August 2021 – September 2022**
Software Developer: Specialized in Python   Danang, Vietnam

- Managed and maintained the company's chatbot, ensuring functional adaptations weekly to meet the varying needs; computing python, API. The process resulted in ensuring 100% QA.
- Addressed and resolved technology issues related to the company chatbot, demonstrating multitasking capabilities, enriching internal data and increasing research efficiency by over 50% in Agile Team.
- Led the development team in conducting thorough research and introducing innovative database, API, and functionality solutions for chatbot based projects across +3 platforms.
- Executed a strategic overhaul using TypeScript, Python, SQL, and Prisma to enhance system performance, reducing query execution time by 35% and boosting overall productivity for Agile Team.
- Collaborated with Japanese programmers on customer sites to develop projects in 9 months, resolved over 90% tickets and 95% in QA, pre-producing, and live setting.

Vinatram   **July 2020 – July 2021**
Business Data Analyst   Danang, Vietnam

- Conducted in-depth research and data analysis to drive business initiatives, focusing on product sales in Southern and Central Vietnam, resulting in a 26% increase in sales compared to 2020.
- Spearheaded the integration of data from diverse sources like historical reports, Excel files, and POS systems, leading to a 30% increase in data accuracy and a 25% reduction in manual data entry errors.
- Leveraged Power BI and Excel to extract valuable business intelligence from sales data; implemented data driven strategies that led to a 30% reduction in marketing expenses while increasing ROI by 16%.

University of Danang – University of Economics   **September 2019 – July 2020**
Teaching Assistant   Danang, Vietnam

- Collaborated with the Dean to revamp the E-commerce department's curriculum, incorporating hands-on training with SQL, C++, and Python to enhance students' quantitative skills and prepare students for real world challenges.
- Mentored students in thesis projects, emphasizing Database Visualizations, Algorithms; provided guidance on research methodologies resulting in 100% of students securing internships in tech firms.
- Led and facilitated selected team of E-commerce department's students on executing data mining-driven competition project and achieved top 1 national prize in Student Research Award – Eureka 2019.

- Developed and facilitated instructional sessions on Database management system, Algorithms, Python programming, and Neural networks in the DataLab of the E-commerce department, resulting in a 30% increase in team members' proficiency levels.

RELATED EXPERIENCE

Part-time Front House Staff / Accountant   **September 2023 – April 2024**
Pho Mango Restaurant   Windsor, ON, Canada
Pho Xiclo Restaurant   Windsor, ON, Canada

- Co-ordinated customer service training program, enhancing team efficiency by 20% and achieving 95% customer satisfaction rating, leading to increased customer loyalty and 10% revenue growth.
- Engineered efficient communication channels between kitchen and bar personnel to synchronize order fulfillment, achieving a 20% reduction in table turnaround times and enhancing customer dining experiences.
- Implemented with POS system operation and managed customer complaints with prompt solutions.

Student Scientific Research Award – Eureka   **October 2018**
Danang University of Economics   Vietnam

- Pioneered development of Multiclass-SVM Algorithm-Based Chatbot Solutions by streamlining advisory process resulting in 30% reduction in advisor workload and improved academic support for students.

National Research Paper   **July 2018**
Conference on Information technology and Application (CITA VII)   Vietnam

- Piloted a data mining project at the University of Economics - University of Danang, introducing cutting-edge clustering techniques and association rules to analyze student pressure; achieved a 30% improvement in identifying at-risk students and implementing timely interventions for academic success.

CERTIFICATIONS AND LICENSES

- [Data Analytics in Power BI - DataCamp](#)
- [Python Fundamental - DataCamp](#)
- [Microsoft Certified: Power BI Data Analyst Associate](#)