

NHU VO

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PROFESSIONAL SUMMARY

Aspiring Data Analyst combining a strong foundation in Management Information Systems with 6+ years of professional experience in administrative role. Skilled at transforming raw data into actionable reports and identifying key performance trends. Eager to apply academic knowledge in database management, business intelligence, and statistical analysis to uncover insights and support data-driven decision-making.

EDUCATION

- San Jose State University** – *Bachelor of Science, Management Information Systems* Expected Dec 2026
- **Relevant Coursework:** Database Management Systems, Systems Analysis and Design, Business Intelligence, Networking and Data Communications, Applied Business Statistics, and Business Strategy and Information Systems
- Evergreen Valley College** – San Jose, CA *Associate of Science in Business Administration* May 2024

TECHNICAL SKILLS

- **Languages:** SQL, Python
- **Databases:** MySQL
- **Data Visualization:** Tableau, Matplotlib, Seaborn, Microsoft Excel
- **Spreadsheets:** Advanced Excel (Pivot Tables, VLOOKUP, Power Query, Charts)
- **Collaboration & Project Tools:** Lucidchart, Jira, Canva
- **Project Management:** Scrum Master (Agile methodologies)

PROFESSIONAL EXPERIENCE

- Assistant Director** – KJ Orient LLC Aug 2022 – Present
- Analyzed staff performance data using Excel to generate weekly reports, identifying key trends in productivity to support management decisions.
 - Streamlined administrative processes through effective scheduling and document management, improving operational efficiency.
 - Served as a data liaison, ensuring accurate and timely communication of performance metrics between staff and supervisors.
- Office Assistant** – KJ Orient LLC Jun 2018 – July 2022
- Translated documents and communications between English and Vietnamese, ensuring accuracy and clarity across business operations.
 - Organized and maintained documents, receipts, and records, streamlining administrative workflows.
 - Assisted in storage management by tracking goods, reconciling records, and ensuring smooth logistics operations.

MANAGEMENT INFORMATION SYSTEMS PROJECTS

- [Recycling Assistant with Image Recognition Project]** | [Academic Project] Apr 2025 – May 2025
- Designed and implemented an AI-powered recycling assistant capable of classifying recyclable materials using image recognition techniques.
 - Built a simple user interface that allows users to upload images and receive real-time recycling guidance.
 - **Tools Used:** Watson Visual Recognition, Watson Assistant Chatbot, Canva
- [Office Solutions Project]** | [Academic Project] Mar 2025 – Apr 2025
- Analyzed a dataset of 10,000 customer transactions to identify distinct customer segments using Python and the Pandas, Matplotlib, and Seaborn library.
 - Cleaned and preprocessed raw data, handling missing values and ensuring data integrity.
 - Developed a dashboard to visualize key purchasing behaviors and demographic data for each segment, presenting actionable insights for targeted marketing strategies.
 - **Tools Used:** Python (Pandas), Matplotlib, Seaborn, Excel
- [Ten Ren Tea Co. Project]** | [Academic Project] Feb 2025 – May 2025
- Conducted a comprehensive analysis of operations, customer experience, and competitive positioning in the beverage/tea industry.
 - Proposed data-driven recommendations to enhance engagement, expand offerings, and improve operational efficiency.
 - **Tools Used:** Lucidchart, Scrum Master, Jira, Canva