Trang Dao

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EDUCATION

B.S., Business Administration, Management Information System   December 2025

San Jose State University, San Jose, CA, GPA: 3.4

Relevant Coursework: Introduction to Business Programming, Database Management System, Computer Tools for Business, System Analysis and Design, Quantitative Business Analysis, Networking and Data Communications

PROJECT EXPERIENCE

Covid Data Analysis Dashboard, (SQL, Tableau)

- Enhanced data-driven decision-making by providing clear, actionable visual representations, leading to a 30% reduction in time required to interpret key data
- Utilized SQL for efficient data querying and Tableau for data visualization, facilitating a 15% increase in clarity and accessibility of data insights
- Improved user experience and engagement by generating insightful recommendations based on data analysis, creating a user-friendly dashboard increased retention by 10%

TV Recommendation System, (Python)

- Developed a Python script to identify and visualize top 10 TV shows based on ratings, resulting in a 25% increase in user engagement through more tailored recommendations
- Generated insights on TV show ratings, genres, types, languages, and networks, improving recommendation accuracy by 15% and enriching user experience through deeper content personalization

Python Automation Script, (Python)

- Developed a Python script to automate monthly review of transaction histories from multiple CSV files, reducing manual processing time by 40% and minimizing errors
- Utilized Pandas to combine and categorize transactions based on descriptions, leading to a 25% increase in operational efficiency

EXPERIENCE

Account Receivable Assistant, United Wholesale Flowers, San Jose, CA   August 2022 - June 2023

- Analyzed payment trends for over 500 customers using Excel to identify patterns and implement effective follow-up strategies, resulting in a 90% reduction in overdue accounts
- Collaborated with a team of 5 salespeople to manage and reconcile accounts for over 500 customers monthly, achieving a 90% reduction in delinquency rates
- Processed over 1000 transactions monthly into database system with 100% accuracy, ensuring timely and accurate financial records

E-commerce Specialist, United Wholesale Flower, San Jose CA   July 2022 - August 2022

- Coordinated with team of 6 to create and track over 200 shipments daily, driving a 30% improvement in delivery efficiency
- Managed inventory for over 1000 products in warehouse, ensuring synchronization with online inventory systems

SKILLS

Technical Skills: Python(pandas, numpy, matplotlib) | SQL | Excel | Tableau | HTML | Bootstrap | CSS Analytical Skills: Data Cleaning | Statistical Analysis | Trend Analysis | Data Visualization