



I am a data analyst, seeking a full-time position in a solutions-driven business analysis field that helps transform company practices into innovative, cost-effective solutions leading to more efficient and effective operations by identifying and resolving business issues through data collecting, analysis, and forecasting.

CERTIFICATES

- Microsoft Office Specialist: Associate (Microsoft 365 Apps and Office 2019)
- Microsoft Office Specialist: Expert (Microsoft 365 Apps and Office 2019)



SKILLS

- Microsoft Office Specialist: Expert (Microsoft 365 Apps and Office 2019)
- Programming Language: SQL, Python, R, VBA
- Software Skills: Excel, Tableau, Power BI, SPSS, SAS, JMP, Big Data, AI/ Machine Learning

PROFESSIONAL EXPERIENCE

Produce Results, Denton, TX

Feb 2020 – July 2020

Data Analyst

- Saved 90% of managing data time by implementing new automation tools such as power query and macro in Excel.
- Saved over 50% cost by providing ad-hoc reports to capture rolling forecast and actual
- Designed tech stacks to architect applications responsible for cutting labor cost by 40%
- Optimized data flow and created data automation and reporting solutions by building dynamic dashboards
- Identified and implemented opportunities for automation to drive scalability, improve efficiency and productivity of the broader team.
- Increased productivity by 900% by reducing work time from 3 hours to 2 minutes with the new application and reporting dashboards

TaxSeasons, Garland, TX

Sep 2015 – June 2019

IT Specialist

- Set up a private network, firewall, security, server, separate departments into different VLANs
- Backed up 3 servers, 25 computers, and all databases on a daily basis
- Created and maintained the company website using the latest technologies
- Developed new strategies & IT procedures to increase efficiency, enhance workflow and improve customer service
- Collaborated with the marketing team to develop new software, which led more than 300 new customers
- Built virtual chatbot assistant to automatically help customers navigate the company website and utilize the built-in features such as forming business and 1099s, which saved employees times by 50%
- Created instructional videos for training new employees

EDUCATION

Master of Science in Advanced Data Analytics
University of North Texas, Denton, TX

Expected Graduation - Dec 2021
Current GPA: 4.0

Bachelor of Science in Computer Science
University of Texas at Arlington, Arlington, TX

May 2018