

An Nguyen

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EDUCATION

Hoa Sen University — Bachelor of Management, 2016–2021

Dallas College — Post-Baccalaureate Coursework (Graduate Prerequisites), 2024–2026, GPA: 4.0

University of North Texas — Graduate Certificate, Expected 2027

SKILL

- **SQL & Databases:** Advanced SQL querying, CTEs, window functions; MySQL, PostgreSQL
 - **Python & Analysis Tools:** Python (Pandas, NumPy, Matplotlib, Seaborn), data cleaning, exploratory data analysis (EDA), and data visualization
 - **Data Analysis & Statistics:** Cohort, RFM, retention analysis, KPI tracking; descriptive statistics, trend analysis
 - **Business Intelligence:** Excel (advanced formulas, PivotTables), Power BI
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WORK EXPERIENCE

Hitachi, Ltd., Urban Railway Line 1 Project Office |

Sep 2020– Mar 2023

Project Administrative

- Delivered 100% on-time reports to stakeholders by tracking project progress, coordinating weekly team meetings, and supporting structured status updates.
- Maintained Excel-based tracking reports by consolidating project data, ensuring accuracy, and producing weekly and monthly documentation for cross-department communication.

The Westin Las Colinas | Guest Experience Expert

Jan 2024 – May 2024

- Performed accurate data entry and documentation, ensuring integrity in registration.
- Managed cross-team coordination to support events and administrative tasks, ensuring smooth operations.

Math Tutor | Girl Discovery Math Club

Feb 2025 – May 2025

- Supported first-year college students, especially Latinx and first-generation students, by providing tutoring in Math, including College Algebra, Statistic and Calculus.
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PROJECT

Electricity Payment Performance & Customer Analytics (SQL & Excel)

- Solved ad-hoc analytics requests by evaluating promotion effectiveness for electricity bill payments, leveraging advanced SQL (CTEs, window functions, aggregations) and Excel PivotTables to uncover monthly trends and promotion impact.
- Generated customer insights through cohort retention analysis and RFM segmentation, using SQL and Excel dashboards to assess acquisition quality, identify high-value users, and inform data-driven marketing strategies.
- **Movie Ticket Sales & Customer Insights (Python)**
 - Analyzed and visualized movie ticket data using Python (Pandas, Matplotlib) to identify outliers, distributions, and customer segments, highlighting heavy purchasers and promotion-only users.
 - Interpreted analysis results to answer business questions, including identifying customers with low transaction success rates, promotion-dependent behavior, and one-time promotion users, and summarizing insights for further investigation.

Retails Store Sale Analysis with Excel

- Conducted end-to-end sales data analysis by cleaning, processing, and validating raw data, then applying PivotTables, KPI calculations, and DAX measures to analyze sales performance and trends.
 - Built an interactive dashboard to visualize key sales metrics and insights, enabling clear reporting and data-driven decision-making.
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ACADEMIC HONORS

- **Mu Alpha Theta Honor Society:** Recognized for academic excellence and collaboration in Math.
- **Senior Vice Provost's Honors Recognition:** In acknowledgment of outstanding academic achievements