

Trang Dao

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EDUCATION

B.S, Business Administration, Management Information System

Expected: Dec.2025

San Jose State University, San Jose, CA

GPA: 3.4

PROJECTS

COVID Data Analysis Dashboard (*SQL, Tableau*)

Jul.2024

- Developed an interactive Tableau dashboard to analyze and visualize COVID-19 data
- Utilized data visualization techniques to present key metrics such as infection rates, recoveries, and fatalities
- Enhanced data-driven decision-making by providing clear, actionable visual representations

TV Recommendation System (*Python*)

Jun.2024

- Developed a Python script to identify and visualize the top 10 TV shows based on ratings
- Utilized Pandas for data cleaning and preparation, and Matplotlib for data visualization
- Generated insights on TV show ratings, genres, types, languages, and networks to enhance user recommendations

Python Statement Analyzer (*Python*)

May.2024

- Developed a Python script to automate the monthly review of transaction histories from multiple bank statements (Chase, Amex, Citi, BoA)
- Utilized Pandas to combine and categorize transactions based on descriptions
- Generated data visualizations from the exported CSV file, following a Google Sheets template

EXPERIENCE

United Wholesale Flowers, Account Receivable Assistant

Aug.2022 - Jun.2023

- Analyzed payment trends for over 500 customers using Excel to identify patterns and implement effective follow-up strategies, resulting in a significant reduction in overdue accounts.
- Processed over 1000 transactions monthly into the database system with 100% accuracy, ensuring timely and accurate financial records
- Managed and reconciled customer accounts for over 500 customers monthly, reducing delinquency rates by 90%

United Wholesale Flowers E-commerce Specialist

Jul.2022 - Aug.2022

- Organized and tracked over 100 shipments daily, ensuring timely delivery
- Managed inventory for over 1000 products in the warehouse, ensuring synchronization with online inventory systems
- Addressed and resolved 10-15 customer inquiries daily, enhancing customer satisfaction

SKILLS

Technical Skills: Python(pandas, numpy, matplotlib), SQL, Excel, Tableau, Power BI

Analytical Skills: Data Cleaning, Statistical Analysis, Trend Analysis, Data Visualization