Dao Chi Lam

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EDUCATION

Michigan State University – *Bachelor of Arts, Statistics* September 2017 – May 2021
Minor in Computational Mathematics, Science and Engineering GPA: 3.65

Google – Data Analytics Professional Certificate June 2021

PROFESSIONAL EXPERIENCE

Jackson National Life Lansing, MI
Data Science Strategic Support Associate June 2021 – Present
- Break down complex analysis and ensure reports are easily consumable by the business leaders by creating 3 powerful enterprise-level data visualization tools using Python.
- Contribute to a project in a production environment using scripting languages (Python, SQL, and Spark).
- Provide a data analytics platform recommendation to the team for future data science and AI task by taking a lead in the proof-of-technology project comparing Azure Databricks with Azure Machine Learning service.

Michigan State University East Lansing, MI
Data Science Research Assistant January 2021 – August 2021
- Predicted admission rates with an 81% accuracy score by developing and tuning statistical models.
- Performed data wrangling and exploratory data analysis using pandas and Matplotlib to better create advanced visualizations and illustrate different relationships of variables in the dataset.
- Provided the university with recommendations to assist physics students by collaborating with the department's professors to identify the 5 most influential factors that lead to the school's admission rate.

Michigan State University East Lansing, MI
Statistics Undergraduate Learning Assistant January 2021 – May 2021
- Strengthen 750+ students' statistical and computational knowledge by customizing interpretations of lecture information to suits students' learning styles.
- Boosted student' engagements by 20% through planning and incorporating interactive online learning strategies, such as using multimedia resources and creating a coding practice session.
- Interpreted course material to technical and non-technical students using visual content and storytelling techniques.

Sacombank Da Nang, Vietnam
Analyst Intern May 2019 – July 2019
- Analyzed 30+ department members' weekly sales to produce reports and present them to the department's head.
- Boosted the bank's telemarketing efficiency by 25% by creating advanced Excel spreadsheet structures to interpret data and collaborating with the marketing team, representing an 8% increase in sales.
- Trained 30 department members advanced Excel functions and skills to improve their efficiency and productivity.

PROJECTS

Shoppe Code League Competition – *Team leader* March 2021
- Increase the online order processing time by 33% through creating a Named Entry Recognition model and extracted key address elements from unstructured text data.
- Led a cross-functional team of 5 members to improve the efficiency of customer service information processing.

Improve Product Review System – Web Application, GitHub July 2020
- Transformed the traditional product review system by predicting customer's rating from the product review using text sentiment analysis and Natural Language Processing in Python; achieved 63.96% accuracy score.
- Maximized customers' experience by reducing friction when reviewing products on an e-commerce website.

SKILLS

- Programming Languages: Python (pandas, NumPy, scikit-learn, OOP), R (tidyverse, ggplot2), SQL, Spark
- Data Analysis: SAS, Tableau, Power BI, Microsoft Office (Word, Excel, Access, PowerPoint)
- Data Science: Data Collection (selenium), Data Visualization (Matplotlib), Regression Model (linear, polynomial, random forest), Classification Model (logistic, k-NN, SVM), Natural Language Processing, Cluster Analysis (k-means), Deep Learning (TensorFlow), Statistics (hypothesis testing), Cloud Platform (Azure), GitHub, Databricks