

Thuan Le

Data Analyst

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EDUCATION

Central Washington University

BS in IT & Administrative Management (STEM) - GPA 3.98

Washington, United States

March 2020-March 2022

Highline College

Associate Degree in Business - GPA 3.95

Washington, United States

September 2016-December 2018

RELEVANT EXPERIENCE

Providence Health & Services

Washington, United States

Business Intelligence Analyst

Real Estate Operation & Strategy - Finance Team

July 2023- Nov 2024

- Collaborated with rotation analysts and core-leaders to provide a dashboard to **reconcile** 1000+ data inconsistencies found during the **migration process** from eBuilder to Oracle
- Conducted ETL on data from Snowflake Data Warehouse and visualized budget, purchase orders, and cost variances between Oracle & eBuilder with SQL and PowerBI, which **reduced** total variance of **\$2 million**.
- Coordinated with the finance team to ensure accurate invoice payments and reduced financial discrepancies, **resolved** more than **200 unpaid invoice** tickets.

Real Estate Operation & Strategy - Planning & Design Team

July 2022- June 2023

- Designed and developed an intuitive Power BI dashboard to **assist** with acute-care bed counts and room capacity planning.
- Provided insights on ministry capacity planning strategy, which contributed to **15% increase** in licensed bed counts across the region.
- Researched and presented a plan to senior leadership in adopting digital solutions to reduce unnecessary patient encounters and improve the quality of remote care.

Highline College

Washington, United States

Bookstore Assistant Manager

May 2020- July 2022

- **Coached 10+ interns** and **student workers** with cash register, online order, customer service, and managed the operation of a storage unit, including purchasing of supplies and books, special orders, receiving/shipping and returns.
- Collaborated with manager to **transition** to a new system and accurately input data including inventory control, payment of invoices, as well as **assure** the availability of new/used texts and class supplies for students.

PERSONAL PROJECTS | [Visit My Website Here](#)

Predicting Customer Loyalty In Retail | Python Machine Learning | [Visit Project Here](#)

- Utilized partial data to **predict** missing loyalty score for grocery customers by testing three **regression modeling** approaches (Linear Regression, Decision Tree, and Random Forest) to find out the highest predictive accuracy.
- Identified input variables with the biggest impact on the prediction (distance from store) allowing for more relevant **customer tracking** and **targeting**.

Purchasing Dashboard In Supply Chain | PowerBI | [Visit Project Here](#)

- Developed a Power BI dashboard using **DAX** and **data modeling** to provide stakeholders with an overview of fulfillment rates and cost of goods sold, enabling data-driven analysis.
- Implemented solutions to **improve** the current situation and **optimize** costs.

RFM Segmentation For Marketing Strategy | Python EDA & Visualization | [Visit Project Here](#)

- ETL-processed 500K+ entries of sales performance data in 2 years, analyzing key metrics to identify underperforming business segments and recommend targeted investments to drive growth.
- Conducted **EDA** and **visualized** the distribution of **RFM Modeling** to better understand the distribution of the user profile, the change of the profile by time and specific location.

SKILLS

Programming: Python (Base, Pandas, Numpy, Matplotlib, Seaborn, Scikit-Learn, Keras), SQL, R

Machine Learning: Linear Regression, Logistic Regression, Decision Trees, Random Forest, KNN, k-means, PCA, Association Rule Learning, Causal Impact Analysis, Deep Learning

Data Visualization: Tableau, PowerBI

Other: Jupyter Notebook, Snowflake, AWS, Statistics, Github, MS Office