HUU LAM NGUYEN

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PROJECT

Data Science - LS Electric America INC
Innovation Center at Adelphi University, September 2020 – Present
- LS Electric is a global company that makes high quality, innovative motor control products Consultant.
- Collaborated with a team of students to design an approach to improve customer service by developing a text analytics tool for email treatment.
- Performed data mining on the product number and descriptions to develop an AI system for guided selling
- Developed a program that can read, analyze and forward emails automatically from customers to appropriate person in many regions and locations around the world.
- Developed a virtual chatbot application that can communicate and interact with customer by applying Machine Learning techniques using Python (TensorFlow, NLTK, Keras, ect) with Jupiter Notebook.

Font-end Development and Inventory Management - Shopify Expert
Shopify Partner, November 2019 - Present
- Helped a moderate-sized business to change their path in management, marketing, customer service and sales, leading to an increase of 36.1% in sales growth and profits over one-year period by building an e-commerce website and Inventory Management System.
- Served as E-commerce website Administrator
- Designed and implemented eye-catching marketing strategies, leading to 60% of customers visiting our website or before coming to physical store.
- Techniques: HTML/CSS, Liquid Template, Bootstrap, JavaScript

EDUCATION

Adelphi University, New York, NY
MS in Business Analytics, expected on 21 December 2020
Current GPA: 4.0 / Overall: 3.5

Springboard School, New York, NY
Certificate in Software Engineering, June 29, 2020 – March 29, 2021

EXPERIENCE

Adelphi University Garden City, New York
Data Analyst (The Office of International Services) (February 2020 – December 2020)
- Maintain specific student information data in order to ensure clean and accurate data, necessary for appropriate research and statistical reporting.
- Support the Director to prepare multiple assessment reports on a routine basis.
- Organize, maintain, update and complete annual reports.
- Project: Open Door Report 2019

Teaching Assistant (Robert B. Willumstad School of Business) (February 2020 – December 2020)

- Supplements faculty instruction and classroom supervision of a faculty member
- Prepares and understands designated material and assists with the operation of courses
- Responsible for designing lessons, teaching, grading, and testing undergraduate students in classroom settings

FedEx Corporation / TNT Corporation Ho Chi Minh City, Vietnam
Documentation Custom Clearance Specialist, August 2017 – August 2018
- Communicated between client for booking reports
- Facilitated all aspects of cargo importation (i.e. arranged door delivery, and managed customs clearance through our network of services)
- Processed data through the Company's system and submitted shipment information to various government agencies as required
- Provided Customs clearance activities for multiple types of entry and commodities
- Prepared documents to properly process goods through Customs, affecting timely delivery by 95% over previous quarter
- Reviewed all Customs entry and export invoices for duty changes and discrepancies

- Managed the flow of almost 1000 consignments per day and processed clearance
- Collaborated with other departments and supported customers with the best service

SOFT SKILLS

- Critical Thinking
- Effective Communication
- Problem Solving
- Multitasking
- Attention to detail
- Quick learning

TECHNICAL SKILLS

- **Font-end**: HTML5/CSS3, Bootstrap, JavaScript, jQuery, AJAX, ReactJS
- **Back-end:** Flask, Python, SQL, NodeJS, SQLAlchemy
- **Database Management System:** MySQL, Postgres.
- **Testing**: Jasmine, Unittest
- **Microsoft office:** word, excel, power point
- **Languages:** Highly proficient in both spoken and written English