

# UYEN TRUONG

Uyentruong236@gmail.com | 617-335-3446 | [Github](#) | [Linkedin](#)

Location: Flexible

Experienced Operations professional with newly developed data skills. Focused on finding strategic solutions by providing thorough data exploration, producing insightful analysis, designing scalable operations processes and working with interdisciplinary teams to achieve results.

---

## SKILLS

Python, SQL, Data Visualization, Jupyter Notebook, AWS-EC2, Github, Microsoft Excel, Operations Optimization, Public Speaking, Cross-functional teams.

---

## EXPERIENCE

**General Assembly**, Seattle, WA 2017  
*Data Science Immersive Student*

- Developed skills in data cleaning, data mining, machine learning, data analysis, data visualization, web-scraping in a full-time project-based 12 weeks immersive program.
- Complete 4 data projects and an independent Capstone utilizing data skillset in Python including:
  - Data Cleaning/Exploration - Pandas, NumPy, Scipy,
  - Machine learning and Regression/Classification based Modeling - Scikit-Learn and Statsmodels,
  - Visualization/Analysis - Matplotlib, Seaborn,
  - Natural Language Processing – Latent Sematic Analysis,
  - Webscraping/Data Mining - Requests, BeautifulSoup.

**Success Academy Charter Schools: Headquarters Office**, New York, NY 2015 – 2017  
*Senior Associate of Network Operations Performance and Analytics*

- Analyzed schools' performance data to track trends and informed decision for long term growth.
- Improved Operations data quality and accuracy by optimizing reporting dashboards of 42 schools.
- Developed work-plans for data reporting projects of more than 13,000 students across 42 schools.
- Audited student information to guarantee data integrity that are compliant in city and state annual reporting.
- Codified Operations policies onto Zendesk which increased schools' operations deliverables by 10%-20%.
- Developed comprehensive training manuals and presented in-person trainings to 200+ operations personnel to enhance operations performance.

**Success Academy Charter Schools: Hell's Kitchen School**, New York, NY 2013 – 2015  
*Positions included: Education Coordinator and Operations Manager*

- Created and executed logistics for student data collection, inventory procurement and safety protocols.
- Managed school operations budget by tracking all expenditures and adhered 100% to fiscal budget through cost analysis, monthly reporting and financial forecasting.
- Coordinated, analyzed and interpreted student achievement data to find trends and derive actionable next steps for teachers and leaders.
- Designed and led trainings for teachers on varied topics, including student achievement data and student information data collection.

**Rich May, P.C.**, Boston, MA 2012 – 2013  
*Paralegal*

- Supported five attorneys in drafting of briefs, motions, legal memoranda, and litigation pleadings.

---

## EDUCATION

**General Assembly: Data Science Immersive Program** 2017

**Dartmouth College: Bachelor of Arts, Social and Mission Philosophy**