Jennifer Huynh

351 Beresford Ave. Toronto M6S 3B4 | (226) 500-1331 | jenniferhuynh1331@gmail.com

https://www.linkedin.com/in/jnnhuynh/ | https://github.com/jnnhuynh-web | https://jnnhuynh-web.github.io/

Passionate about aiding business decisions through data presented in a meaningful approach. Experienced in Excel, VBA, Python, JavaScript, HTML, and SQL from the University of Toronto's Data Analytics and Visualization Bootcamp. Curious and critical with technical prowess to extract, transform, load a variety of data structures for an in-depth meticulous analysis. Data Analyst with 3 years of combined experience in project-based and customer-facing roles, equipped to assist your company to make educated business decisions through data presented in a meaningful and personable approach.

TECHNICAL SKILLS

- Excel -Pivot Tables, VBA Scripting
- Python - NumPy, Pandas, Matplotlib, SQLAlchemy, Flask
- SQL and NoSQL
- Javascript - Leaflet.js, Plotly.js, D3.js
- HTML/CSS - Bootstrap
- Tableau and Power BI
- Other - GitHub, Git Bash, Google Analytics, command line
- Agile software development methodology
- ZenDesk and Atlassian

PROJECTS

CitiBike— https://jnnhuynh-web.github.io/CitiBike/

Comparison of Bike Share Programs between Toronto and New York City using the following:
- Jupyter Notebook for Python analysis
- Python libraries: JSON, Pandas, Glob, Matplotlib, Seaborn
- JavaScript with the Leaflet.js library to plot the map of the Toronto and New York City bike stations
- HTML and Bootstrap CSS to visualize and present the data

Plotting Correlations Between Health Risks, Age, and Income—
https://jnnhuynh-web.github.io/D3-Challenge/

Used JavaScript and D3 to create an interactive scatterplot to present health data from the US Census Bureau.

Vacation Weather Analysis— https://github.com/jnnhuynh-web/sqlalchemy-challenge

An analysis of climate patterns in a popular vacation spot, Honolulu, Hawaii.
- Python libraries: SQLAlchemy, Matplotlib, NumPy, Pandas, DateTime
- Flask to create an API to display the queries

Avanti Computer Systems, Toronto— *Customer Experience Specialist*

SEPTEMBER 2018 - JANUARY 2020

- Maintained a 100% client satisfaction rate by proactively managing customer expectations and relationships internally (development, testing) to ensure the best outcomes.
- Managed portfolio of 17 clients by demoing software, educating about new features and aiding in the creation of efficient workflows within the software.
- Onboarded 3 new employees on internal processes and correct utilization of the software.

   Key Accomplishments:
   - Selected to represent the department in the Avanti User Group Conference 2019 in Nashville.

Avanti Computer Systems, Toronto— *Product Support Specialist*

APRIL 2018 - SEPTEMBER 2018

- Took ownership of the support request life cycle by collaborating with internal development, quality assurance, and implementation teams to drive tickets to closure.
- Excellent in technical and functional problem-solving skills with a keen business sense by providing a rapid response and resolution to complex product issues.
- Reproducing and meticulously documenting software defects, making recommendations for product enhancements where appropriate as part of the incident/problem management process.

CCL, Toronto— *Technical Projects Specialist*

MAY 2016 - APRIL 2018

- Planned, cost, and oversaw up to 6 new projects at one time and ensure the assigned team has all necessary information to implement projects.
- Coordinated documentation of new projects for the CCL North American and European Product and Process Innovation Teams (PIT Crew).

   Key Accomplishments:
   - Participated in CCL's Rotational Graduate Program to learn all aspects of the business.

EDUCATION

University of Toronto — *Data Analytics and Visualization*

SEPTEMBER 2019 - MARCH 2020

- An intensive 24-week long boot camp.
- Analytics with data from CSV, API and JSON interactions, Web Scraping, and Google API.

Ryerson University — *Graphic Communications Management (B.tech)*

SEPTEMBER 2012 - APRIL 2016

- Explored the impacts of digital and printed communications from concept and design to completion.
- Cumulative GPA of 4.0 out of 4.33. Minored in Human Resource Management, electives in Geography.
- Selected to be a Delegate at **Interpack 2014**, a print and packaging conference in Germany.

   Awards:
   - *Dennis Mock Leadership Award* (March 2016)
   - *Ryerson Employees' and Board of Governors Scholarship* (January 2015, and 2016)
   - *Gary Hanna Graphic Communications Award* (November 2013)