Jimmy Nguyen

jimmypn94@gmail.com | https://jimmypn.com | https://www.linkedin.com/in/jimmypn94/
San Jose, CA, USA

PROFESSIONAL SUMMARY

Experienced and skilled Data Analyst with proficiency in Python, SQL, Tableau, and data visualization. Seeking to leverage expertise in data management and analytics to drive business insights and strategic decision-making in a dynamic organization.

WORK EXPERIENCE

Data Analyst — Second Harvest of Silicon Valley (Dec 2023 – Dec 2024)

- Improved Salesforce, Smartsheet, and SharePoint data accuracy by 25% through comprehensive data cleansing and validation processes, enhancing trust in quality assessment reporting.
- Led cross-functional marketing campaigns, utilizing Smartsheet for project management and PowerPoint for presentations, incorporating regression testing into campaign performance analysis.
- Performed data exploration and analysis using Python (pandas, matplotlib, seaborn) to uncover trends, anomalies, and key performance insights, which were presented to stakeholders in monthly review meetings.
- Performed in-depth analysis using Excel pivot tables and Power Query to identify trends and anomalies, enabling data-driven campaign and budget optimizations for the Donor Engagement team.
- Improved data accuracy by 30% using automated data pipelines; boosted lead generation by 15%; performed regression testing to enhance campaign performance.

Operations Analyst — Amazon (Sep 2022 – Aug 2023)

- Analyzed fulfillment center KPIs using SQL, Excel, and Python (pandas) to identify bottlenecks, resulting in a 20% increase in operational efficiency and 12% reduction in labor hours.
- Leveraged Python scripting and pandas for Amazon seller data processing, segmentation, and reporting, improving E-Commerce Market Analysis.
- Developed dashboards with the BI Engineering team, reducing lead time by 30% and ensuring data integrity through rigorous data audits using Python scripting; implemented process improvements in E-Commerce operations.
- Improved marketing campaign dashboard efficiency by 20% using SQL on RedShift and Python scripting; demonstrated data analysis, programming, and operations management skills in E-Commerce product development and supply chain optimization.

Business Application — Contentstack (Jun 2023 – Aug 2023)

- Converted outsourced Power BI dashboards to in-house Tableau reports, saving the company $80K annually while improving scalability and internal data ownership.
- Designed and implemented 3 data management workflows across Salesforce and Smartsheet, boosting operational efficiency by 28% in the first quarter.
- Executed a data quality audit strategy using Excel and Smartsheet-integrated reports, increasing Salesforce data accuracy by 35% and reducing downstream reporting errors.
- Streamlined recurring business application processes with Excel automation and Smartsheet workflows, saving 10+ hours weekly in manual work across teams.

Technical Solutions Analyst — Nike (Mar 2021 – Sep 2022)

- Managed Nike's multi-million dollar retail asset database in AirTable, optimizing logistics operations and informing strategic decisions using Microsoft Project for project scheduling and tracking.
- Developed and enforced quality control processes that increased data accuracy by 30%, reducing reporting discrepancies in asset inventory and device deployment records.

- Collaborated with cross-functional teams—including IT support, logistics, and store operations—to reduce system downtime by 40 hours/month through proactive device issue tracking and workflow automation.
- Troubleshot and resolved hardware/software issues through ServiceNow, improving ticket traceability and reducing repeat incidents across 50+ store locations.
- Maintained and analyzed large datasets on IT devices and service tickets, using Excel and Airtable to generate actionable insights for field teams and enhance equipment lifecycle management

Manufacturing Technician — Intel (Nov 2020 – Feb 2021)
- Performed statistical process control (SPC) and root cause analysis to optimize semiconductor production workflows, increasing output efficiency by 15%.
- Applied preventive maintenance protocols and real-time defect tracking, reducing product failure rates by 22% and supporting quality assurance compliance.
- Conducted tolerance and calibration checks on high-precision equipment, ensuring adherence to tight manufacturing specifications and reducing rework incidents.
- Collaborated with engineering, QA, and supply chain teams to identify and resolve process bottlenecks, resulting in a 25% reduction in recurring defects and improved production flow.
- Utilized manufacturing execution systems (MES) and data logging tools to monitor yields and support supply chain reporting for performance reviews.

EDUCATION EXPERIENCE

Business Analytics, Bachelor's Degree   2021 - 2023
Portland State University

SKILLS

Python, Project Management, Data Quality Assessment, Microsoft Excel, Extraction Transformation and Loading (ETL), Microsoft Power BI, Data Science, Data Management, Data Warehousing, Tableau, Data Visualization, Microsoft Office, SQL, Research, Business Operations, Process Improvement, Operations Analysis, Customer Service, Microsoft Powerpoint, Business Process, Business Analysis, Budgeting, Microsoft Windows, Hardware Troubleshooting, Repair, Printers, It Support, Customer Contact, Software Installation, Help Desk Support, Hardware and Software Installation, Troubleshooting, Technical Support, Microsoft Active Directory, Good Manufacturing Practices (GMP), Packaging, Manufacturing Processes, Work Area Maintenance, Scheduling, Quality Assurance and Control, Preventive Maintenance, Machinery, Forklift Operation, MySQL, Html, CSS, Java, Business Strategy, Agile, Jira, Jupyter, JavaScript, Php, SmartSheet, Salesforce, Regression Analysis, Document Management, Team leadership, Data Integrity, Quantitative Analysis, Automated data checks, Kpi tracking, Erp data, Resource allocation, Pandas, E-commerce sales, Data processing, Dashboard development, Data audits, Market Analysis, Supply chain optimization, Airtable, Microsoft Project, Asset tracking, Os imaging, Workflow streamlining, Inventory Management, Logistics operations, Data Security, Statistical Analysis, Production efficiency, Root Cause Analysis, Cross-functional collaboration, Testing, Production defects reduction