Trang Nguyen

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WORK EXPERIENCES

01/2021 – Present
Berlin, Germany

audibene
Business Intelligence Manager – Data Analytics
- Implementing data pipelines and models with SQL and ETL process
- Building reports in DOMO and performing ad-hoc analysis using Redshift and MySQL
- Analyzing and communicating with internal stakeholders on their data strategies
- Debugging and ensuring data quality

07/2016 – 07/2019
Barcelona, Spain

Nestlé
Mobile Business Analyst – IT Global Digital Hub
- Developed mobile analytics dashboards in Power BI, onboarded 500+ users in 20 countries
- Developed platform to track the performance of 45+ external agencies and app developers
- Monitored and analyzed 100+ Nestlé B2C mobile apps
- Defined and grouped the most important KPIs enabling decision-making process for app owners
- Effectively cut the maintenance costs by reducing the number of badly performing apps by 60% while at the same time increasing the worldwide active users of the apps by 250%
- Gathered business requirements, evolved product roadmap, and managed backlogs
- Facilitated and industrialized mobile frameworks and tools for all Nestlé markets

04/2015 – 07/2015
Ho Chi Minh, Vietnam

ANZ Bank
Assistant for Relationship Managers – Intern
- Consulted clients with banking procedures, paperwork, and applications
- Extracted, collated, and evaluated banking data on a weekly basis

05/2010 – 11/2010
Louisiana, U.S.A

British Petroleum
Communication Officer – Official Contractor for Deep Water Horizon Oil Spill
- Guided 2000+ Vietnamese fishermen in the Vessel of Opportunity Program
- Conducted webinars and trainings, worked with requisitions, and tracked orders and supplies

EDUCATION

10/2019 – 03/2021
Berlin, Germany

Hochschule für Wirtschaft und Recht Berlin
Master of Science – Business Intelligence and Process Management
- Master Thesis: Develop a custom BERT language model for Information Systems papers, focusing on citation with Approximate Nearest Neighbor and Clustering of Embeddings

09/2015 – 12/2016
Barcelona, Spain

Universitat Pompeu Fabra
Master of Science – ICT Strategic Management

09/2009 – 05/2014
Louisiana, U.S.A

Nicholls State University
Bachelor of Science – Business Administration

08/2012 – 06/2013
Paris, France

École Supérieure Du Commerce Extérieur
Bachelor of Science – Exchange Program in Management

QUALIFICATIONS

- Good knowledge of **Data Warehouse**, **Data Modeling**, **Data Manipulation** (SQL), and **Data Analysis** (Python)
- Strong **Data Visualization** skills with DOMO, Power BI, and Tableau
- Advanced skills in Google Analytics & Firebase, Microsoft Excel, Google Sheets, PowerPoint, JIRA, and Confluence
- Experience with product management and agile development methodologies such as Scrum and Kanban