

# JIMMY NGUYEN

San Jose, CA, USA | +1 (503) 737-4521 | [jimmypn94@gmail.com](mailto:jimmypn94@gmail.com) | [linkedin.com/in/jimmypn94/](https://www.linkedin.com/in/jimmypn94/)

## EDUCATION

---

**Portland State University**

September 2021 - August 2023

Bachelor's | **Business Analytics**

## EXPERIENCE

---

**Data Analyst | Second Harvest of Silicon Valley | San Jose, CA, USA**

December 2023 - December 2024

- Developed and managed HubSpot marketing campaigns, incorporating A/B testing and customer segmentation for optimized fundraising and user journey.
- Automated marketing workflows using Power BI, Excel, custom SQL, and Pivot Tables; leveraged data visualization to create interactive dashboards, reducing reporting time from two days to twelve seconds.
- Built dynamic Salesforce and Power BI dashboards, incorporating lead scoring, accounting reconciliation, and data modeling; performed regression analysis for budget forecasting and conducted data collection for product analysis.
- Improved data accuracy by 30% via automated data pipelines; boosted lead generation by 15% through enhanced targeting and user research; implemented customer segmentation for improved campaign performance.

**Operations Analyst | Amazon | Remote**

September 2022 - November 2023

- Drove 20.7% revenue exceeding quarterly expectations through improved Sales Order processing and cost-efficient Sales Enablement initiatives.
- Leveraged pandas for Amazon seller data processing, segmentation, and reporting, improving Market Analysis and resolving issues 50% faster.
- Developed dashboards with the BI Engineering team, reducing lead time by 30% and ensuring data integrity through rigorous data audits; Process Improvement implemented.
- Improved marketing campaign dashboard efficiency by 20% using SQL on RedShift; demonstrated data analysis, programming, and Operations Management skills in product development and supply chain optimization.

**Business Application | Contentstack | Remote**

June 2023 - August 2023

- Migrated outsourced Power BI dashboards to in-house Tableau, debugging data discrepancies and reducing costs by \$80k.
- Managed Salesforce CRM, ensuring data accuracy and integrity through rigorous debugging and validation processes.
- Designed Salesforce Flows and validation rules, streamlining workflows by 35% and boosting the bottom line by 25%. Debugging resolved critical data issues.
- Developed UKG BI (Cognos) reports improving staff scheduling by 25%, leveraging debugging to ensure data reliability for actionable insights.

**Technical Solutions Analyst | Nike | Beaverton, OR, USA**

March 2021 - September 2022

- Managed Nike's multi-million dollar retail asset database in AirTable, optimizing data accuracy and operational efficiency through IT Service improvements and Asset Management best practices.
- Leveraged Excel and SaaS platforms for meticulous tracking of retail assets, demonstrating proficiency in IT Operations and Process Efficiency.
- Provided IT Support to Nike retail stores, troubleshooting issues, performing OS imaging, and DNS configuration, showcasing strong Customer Interaction skills.
- Streamlined workflows, managed enterprise network equipment, and implemented CompTIA-aligned inventory management in ServiceNow, improving asset tracking and reporting; demonstrating IT Support, Asset Management, and Process Efficiency.

- Analyzed failed units, identifying root causes and implementing data security protocols within the production system.
- Validated wafer and subassembly quality using proprietary machines, ensuring data integrity within the production system.
- Performed routine testing and statistical analysis of large datasets, improving production system efficiency.
- Reduced production defects by 15% by implementing improved data analysis techniques and enhanced data security measures, showcasing cross-functional collaboration skills.

## SKILLS

---

MySQL	SQL	Python	Excel/Numbers/Sheets	Business Analytics	HTML/CSS	Java	Operations Research	
Data Analysis	Business Strategy	Agile	Data Science	JIRA	Jupyter	JavaScript	PHP	Public Speaking
R	Salesforce	Manage multiple projects simultaneously						