

VICTOR CHEN

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PROFILE

Adaptive and hard-working application developer seeking a data analyst position with a professional sports organization.

EDUCATION

University of Wisconsin-Madison, Wisconsin School of Business, Madison, WI 2024
Master of Science in Business Analytics

Chapman University, Orange, CA 2013
Bachelor of Business Administration

PROFESSIONAL EXPERIENCE

Saddleback College, Mission Viejo, CA 08/20 - 08/23
Mathematics Tutor

- Empowered ~25 students per semester to complete transfer prerequisites and improve their basic math fundamental skills including algebra, calculus, and trigonometry using Socratic Tutoring Method
- Created and presented workshop on Math anxiety and how to overcome it by changing attitude towards math and using Pomodoro Technique so that students can continue growth mindset
- Assisted students with math and statistics course homework and provided suggestions for future success improve moral, decrease frustration, increase satisfaction with class
- Developed practical skills with re-entry students practicing on tools such as *Excel* and *Microsoft Office* increase efficiency in class work and get them ready for the job market

Manley Solution, Ladera Ranch, CA 11/16 - 04/23
Project Manager

- Constructed *Linear Regression* model using python to calculate number of times product was used per month to predict high usage to understand client habits
- Created purchase orders with vendors on ~50 in-building projects to track budget costs management and lower expenses
- Built and maintained invoice system with 100 reoccurring customers in *QuickBooks* that automated monthly billing and generated subscription-based revenue to reduce labor and increase time management productivity
- Supported in-field technician with inbuilding-network project and system support to increase customer satisfaction and prevent delays

Pacific Life Insurance, Aliso Viejo, CA 09/13 - 10/16
Case Coordinator

- Created new applicant files for company internal network by reviewing life insurance submissions allowing underwriters to make informed decisions
- Maintained ongoing communication with nationwide in-field financial advisors to ensure that applications were submitted correctly, and quotas were reached to prevent workflow bottlenecks in the internal system
- Collaborated with ~ 20 team members to update workflows and quality review job procedures to increase productivity and file accuracy
- Stayed up to date with current life insurance rules and regulations by attending weekly meetings so products were compliant

DATA SCIENCE PROJECTS

Predicting Equipment Maintenance (Jupyter Notebook): Explored data from delivery company for possibility to predict which vehicles would break down to reduce repair costs and increase profit. Cleaned data in *Jupyter Notebook* to perform analysis using *pandas* and *seaborn* libraries. Performed *Gradient Boost Binary Classifier* to forecast device failure.

Predicting Loan Default (Python): Analyzed bank data set to forecast likelihood of default on mortgage loans. Normalized unevenly distributed numeric data with *Scikit-Learn* to improve model performance. Processed *under-sampling* to balance dependent variable and increase accuracy scores. Formulated questions to ask future applicants based off feature importance.

TECHNICAL SKILLS

Software and Tools: Advanced Excel (VLOOKUP, Pivot Tables, What-If analysis), Google Colab, *Jupyter Notebook*, Rstudio, SAS Enterprise, QuickBooks, Snowflake

Languages: C++, SAS, SQL, R, Python