

Trang Khong
720-717-1566 | tkhongfpt@gmail.com
<https://nlprocessor.us>

Data Analyst

Skill Sets

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| <ul style="list-style-type: none">• Programming and Scripting: Python, R, C++, SQL• Operating System: Windows/Linux• Other Tools: Docker, NodeJS , Tableau, PowerQuery- Dax, Salesforce, Apex, AI tools to help at the jobs. Microsoft Suites. | <ul style="list-style-type: none">• Negotiation/ Conflict Mediation / Bookkeeping/ Tax Prep• Data Visualization and Analysis• Problem Solving, High Adaptability in highly pressured and fast paced environments. |
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Professional Experience

Administrative Assistant III

03/2025 - Current

Arapahoe Community College | Littleton, CO - State employee

- Fixed class schedules for all math and natural sciences classes with high accuracy and entered them into Banner ERP system, increasing admin' work productivity by 20%.
- Implemented new internal procurement procedure using PowerAutomate, Excel, and SharePoint that decreased process complexity by 30%.
- Allocated financial transactions accurately across departments while implementing PowerQuery to train internal employees and faculty on departmental budget management,
- Coordinated faculty recruiting events as a hiring manager using Calendar Scheduling Assistant, SignUpGenius, and Zoom.

Retention Specialist - Office Manager

01/2015 – 12/2023

American Family Insurance | Denver, CO

- Enhanced task tracking and compliance protocols, achieving 0% error in critical documentation and improving workflow efficiency by 30%, managed client interactions and retention, increasing satisfaction 10-15% quarterly.
- Processed data into systems like Apex and Guidewire with 99.99% accuracy, ensured timely resolution of 95% of time-sensitive requests.
- Delivered tailored insurance solutions, increasing policy conversions by 15%.
- Streamlined claims handling to reduce resolution time by 20%.

Startup Founder

07/2019 – 02/2025

Linguistic Services Agency | Remote

- Facilitated accurate and confidential communication in critical situations, such as hospital emergency rooms and law enforcement interactions for Federal and State - City

- government agencies such as SSA, Human Services, Child Protective Services, CMS.
- Delivered over 10,000 hours of professional interpretation for courts, police departments, hospitals, and child protective services, while ensuring compliance with HIPAA regulations.
- Maintaining transparency and fostering understanding in sensitive legal and administrative matters at 100% of time. Advocated for clients and limited-English-speaking individuals with cultural sensitivity, customer satisfaction is always at 100%.

Beverage Store Founder

07/2018 – 03/2019

Arvada, Colorado

- Built and organized a liquor store from the ground up.
- Crafted detailed financial forecasts that informed strategic decision-making, leading to an increase in budget accuracy by 25% over the fiscal year; engaged with cross-functional teams to align on financial objectives.
- Managed inventory for over 300 items by entering merchandise into a retail management system.
- Ensured accurate financial records and adherence to operational budgets.

Education/ Certifications/ Special Projects

Data Career Jumpstart Bootcamp | Remote

Post Bach coursework– Computer Science | University of Florida

- Python, Linear Algebra, Technical Writing

Bachelor of Mathematics | Metropolitan State University of Denver

- Probability and Statistics Concentration

Personal Projects:

- Excel Project
Analyzed 2,000+ rows of customer behavioral marketing data in Excel using VLOOKUPS, Pivot Tables, and charts to evaluate campaign success levels, Created Interactive Dashboards Created Habit tracker, Grocery Store analysis, Finance tracker interactive Dashboards using Hstack, TextJoin, nested IFs
- Tableau Education Project
Created interactive Dashboard in Tableau highlighting key performance metrics for 1,800+ of Massachusetts school systems allowing at-a-glance understanding of the entire program
- SQL Financial & Health Care Projects
Conducted comprehensive financial analysis for the World Bank, & identified the financial & accounting landscape across the globe. Also explored 100,000+ patient healthcare data set, assessing key factors such as hospital equality & duration of hospital stay.
- R Housing Dataset - Associate with MSU Denver:
Predicted a model for housing price based on square footage and number of rooms.