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

Data Analyst | Actuarial Analyst | Actuary

Skill Sets

- Programming and Scripting: Python, R, C++, SQL, Typescript
- Operating System: Windows/Linux
- Other Tools: Docker, NodeJS , Tableau, Salesforce, leveraging AI tools for job efficiency. Microsoft Suites.

- Negotiation/ Conflict Mediation / Bookkeeping/ Tax Prep
- Data Visualization and Analysis
- Problem Solving, High Adaptability in highly pressured and fast paced environments.
- Pursuing Exam P In 09/2025

Professional Experience

Administrative Assistant III   03/2025 - Current

Arapahoe Community College | Littleton, CO - State employee

- Streamlined the scheduling process for all mathematics and natural sciences courses by accurately developing and implementing fixed class schedules within the Oracle-based ERP system. This resulted in a 20% increase in administrative work productivity. Additionally, as a hiring manager, I coordinated faculty recruiting events and developed rating surveys to enhance the final candidate selection process.
- Implemented new internal procedures such as funding requests using PowerAutomate, Excel, and SharePoint that decreased process complexity by 30%.
- Allocated financial transactions accurately across departments while implementing Excel and PowerQuery to train internal employees and faculty on departmental budget management.

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 and 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, 911s.
- 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 managed a liquor store from the ground up, turning it from a loss-making venture into a profitable business.
- 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, GIS and BigData

Bachelor of Mathematics | Metropolitan State University of Denver
- Probability and Statistics Concentration

Personal Projects from website: https://nlprocessor.us

- Using Excel, I 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 Tableau: I 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
- Using SQL: I conducted comprehensive financial analysis for the World Bank, & identified the financial & accounting landscape across the globe. Also explored 100,000+ patient healthcare data sets, assessing key factors such as hospital equality & duration of hospital stay.
- Using Python, I analyzed an ore mining dataset, coming up with an executive report for recommendations on how to improve iron concentration output.
- AI projects: Using Microsoft ecosystem, coPilot, Power Apps, Power Automate to create workflows and intelligent chatbot and bookkeeping processes for my department.
- Extra small projects for Pyspark, SQL, R programming using different data sets from

different industries to retrieve insights as a strategist.

Volunteering & Leadership

- **Certified Tax Preparer** 01/2025 - Present VITA - Denver Chapter
- **Community Educator** 01/2024 - 12/2024 Alzheimer Association - Denver Chapter
- Volunteered for different roles: Language instructor, Victim Advocate, Event Coordinator for local charities in Denver, CO. Essay rater for ACC Foundation, Fafsa event volunteer.