

# Luan Nguyen

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## PROFESSIONAL SUMMARY

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Business and Data Analytics professional with 9+ years of experience delivering data-driven insights, process automation, and cross-functional project management across operations, reporting, HR analytics, and compliance. Skilled in SQL, Power BI, Python, R, and agentic AI tools, with a consistent track record of translating complex data into decisions that drive measurable business outcomes.

## EXPERIENCE

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### Business Analyst

Aug 2025 – Sep 2026

*Intrastack Solutions*

*Orlando, FL*

- Led delivery of 10+ concurrent IT projects across a 40+ person team, translating business requirements into technical specifications and coordinating scope and timelines to deliver MVPs and final solutions on schedule.
- Built LLM-based automation for attendance tracking, meeting preparation, and onboarding pipeline, saving the team at least 20 hours per week and increasing overall team productivity by 70%, as assessed by leadership.
- Produced and maintained 4 recurring reports and dashboards tracking project progress and resource utilization, which leadership used to rebalance assignments and prioritize at-risk deliverables.
- Administered AWS cloud infrastructure across EC2, S3, and Amplify, optimizing resource usage and service configurations to reduce cloud spend by 20%.
- Configured and administered the Odoo ERP platform, managing business process configuration, workflow optimization, and cross-departmental data integrity.

### Human Resource Reporting Analyst

Jan 2025 – July 2025

*Spotlight Retail Group*

*Melbourne, Australia*

- Owned monthly, board-level, and annual workforce reporting for 6,000 employees across full-time, part-time, casual, and contractor categories, maintaining data integrity across HRIS and payroll platforms.
- Developed and delivered WGEA gender-gap pay reports using advanced Excel and Power BI, completing them 80% faster than required and earning recognition from senior leadership.
- Translated complex technical data into clear insights through data modeling, which 10+ non-technical leaders relied on for better-informed decisions.
- Cleaned and analyzed store data using advanced Excel, created visualizations, and delivered insights that the Group Safety Manager presented to the company Board.

### Reporting and Compliance Manager

June 2023 – Dec 2024

*Cushman & Wakefield*

*Melbourne, Australia*

- Prepared operational and compliance reports in Excel and Power BI for Operations Managers and the Account Director, consolidating data from 20+ sites across 2 facilities to help clients understand performance trends.
- Held administrator rights for JDE E1, the contract's ERP system, managing asset, contract, and audit records that fed monthly compliance and KPI reporting.
- Obtained 3 levels of approval for 4 recurring stakeholder reports covering safety incidents, contractor compliance, and operational KPIs, submitted on schedule with full accuracy every month.
- Produced documentation and reporting guides that standardized data collection processes across teams, so reports were generated faster and consistently.

### Operations Support Manager

June 2022 – June 2023

*Bendigo Kangan Institute*

*Melbourne, Australia*

- Developed Power BI dashboards that tracked enrollment pipelines for over 3,000 students annually, giving senior leaders early sight of enrollment gaps to improve recruitment planning.
- Wrote SQL queries that surfaced missing data across roughly 10% of student records, closing the gaps ahead of each reporting deadline.
- Led up to 20 staff across 4 campuses, standardizing staff schedules and keeping the Automotive portfolio's compliance reporting on schedule.
- Monitored expenditure and budget forecasting data in Excel, informing operational planning adjustments that fed into roughly \$1.5M AUD in year-on-year revenue.

### Administration Team Leader / Business Administrator

Apr 2017 – May 2022

*Bendigo Kangan Institute*

*Melbourne, Australia*

- Supervised a team of 10+ administrative staff across operations and enrollments, using validation checks to keep enrollment and student data accurate and reporting on a consistent standard.
- Documented and mapped processes in an internal knowledge base, cutting manual follow-up by roughly 70% and giving the team one consistent way to work.

SKILLS

**Analytics Tools:** SQL, Power BI, Python, Advanced Excel, R, LLM Prompt Engineering.  
**Data Analysis:** Data Modeling, KPI Reporting, Data Visualization, Data Cleansing & Validation, Statistical Analysis, Predictive Analysis, Machine Learning, Generative AI.  
**Business:** Cross-functional Leadership, Project Management, Requirement Elicitation, Process Optimization, Agile/Scrum Frameworks, Auditing & Compliance, Risk Management.

PROJECTS

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Generative Agentic AI Simulation</b><br><i>Drexel University</i>                                                                                                                                                                                                                                               | Sep 2025 – Dec 2025 |
| <ul style="list-style-type: none"><li>Designed a multi-agent generative AI prototype using Stack AI to address operational inefficiencies in a simulated retail company.</li><li>Assessed system reliability through structured prompts, agent accuracy evaluation, and decision-path outcome analysis.</li></ul> |                     |

EDUCATION

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|------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| <b>Drexel University, LeBow College of Business</b><br><i>Master of Science in Business Analytics. GPA: 3.9.</i> | Philadelphia, PA<br>Expected Mar 2027 |
| <b>Victoria University, VU Business School</b><br><i>Master of Business Administration. GPA: 3.5.</i>            | Melbourne, Australia<br>Oct 2024      |
| <b>Victoria University, VU Business School</b><br><i>Bachelor of Business Administration. GPA: 3.7.</i>          | Melbourne, Australia<br>July 2022     |

CERTIFICATIONS

- DataCamp: Intermediate SQL, Python, R (Completed Dec 2025 – Feb 2026)
- Sports Analytics Research Institute: Certified Sports Analytics Associate (Dec 2025)
- Pragmatic Thinking: Coaching Conversation (Aug 2021)