

Han (Misa) Le

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PROFESSIONAL SUMMARY

Business Analytics student with experience in e-commerce operations and remote healthcare support, ensuring accurate order processing, workflow execution, and data quality. Detail-oriented with experience tracking orders, resolving operational issues, coordinating cross-functional teams, and working with structured data in fast-paced environments. Eager to contribute strong organizational skills and operational excellence in a high-growth startup.

EDUCATION

Iowa State University, Ivy Business College, Ames, IA

Expected Graduate: Dec 2027

Bachelor of Science in Business Analytics

GPA: 3.54/4.00

Coursework: Supply Chain Management, Management Information Systems, Database Management Systems, Programming for Business and Analytics

WORK EXPERIENCE

Scribe America - Cardiology Department (Remote)

Fort Lauderdale, FL

Virtual Medical Scribe

Sep 2024 - May 2026

- Documented 50+ patient encounters per shift in Electronic Health Records (EHR) with full HIPAA compliance, providing high-quality clinical documentation for healthcare providers.
- Tracked 30+ lab results and imaging orders, followed up on pending items, and flagged missing information to prevent delays in patient care.
- Organized medical histories into clear, structured documentation to support provider's decision-making.
- Collaborated remotely with healthcare providers to maintain efficient workflows and accurate patient records.

Goody Group - Star Kombucha Brand - Operations

Ho Chi Minh City, Viet Nam

E-Commerce Intern

Jun 2022 - Aug 2022

- Tracked and analyzed weekly order processing data, including order locations and payment methods to identify trends and generate customer insights supporting sales and operational planning across e-commerce platforms.
- Audited product listings and work cross-functionally with marketing, operations, and platform partners to follow up on orders, resolve issues, and ensure timely fulfillment.
- Resolved pending contracts and partner payments requests, supporting business operations and reducing administrative delays.
- Strengthened customer retention and repeat purchases by collaborating with the Customer Service team to distribute loyalty vouchers, promotional coupons, and bonus gifts, enhancing customer satisfaction and long-term engagement.
- Increased promotional campaign performance by 12% by coordinating cross-functionally with Marketing, Operations, and platform partners to evaluate promotional opportunities, schedule weekly and monthly campaigns, and maximize customer engagement during peak sales periods.
- Coordinated a co-branding campaign with a partner company to distribute promotional gifts through convenience store chains and enhance brand visibility and customer reach.

PROJECTS & EXTRACURRICULAR ACTIVITIES

Coffee Shop Sales Analysis Practice Project | MySQL | Independent SQL Project

June 2026

- Performed data cleaning and preprocessing by correcting price formatting and converting date/time fields to enable accurate reporting and business analysis.
- Analyzed sales and customer purchasing trends to identify top-performing products, store locations, peak business hours, and weekday versus weekend performance.
- Designed SQL reports and KPIs to measure revenue, sales volume, average daily performance, and product demand for business decision-making.
- Applied MySQL analytical techniques including aggregate functions, CASE expressions, subqueries, window functions, and date/time functions to answer business questions from transactional sales data.

SKILLS

Technical Tools: Microsoft Office, Python, Google Looker Studio, Google Suite, MySQL, Power BI

Language: English (fluent), Vietnamese (native), Chinese (HSK2)

