

Uy (Herry) Vo

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Education

Knox College

B.S. in Mathematics and Computer Science

Galesburg, IL

Expected May 2029

- **GPA:** 4.0/4.0 | **Honors:** Dean's List (3 terms), Knox Trustees Scholar, Land of Lincoln Award
- **Coursework:** Mathematical Statistics, Data Mining and Statistical Computing, Data Structures and Algorithms
- **Certifications:** Google Data Analytics, HackerRank SQL (Advanced), CodePath TIP 103 and AI 201

Experience

Information Technology Support Assistant

ITS Team, Knox College

Sep 2026 – Present

Galesburg, IL

- Resolved 30+ Jira Service Desk tickets weekly, troubleshooting hardware, software, and network issues for campus users.
- Analyzed service-ticket trends in Excel to categorize incidents, monitor resolutions, and inform IT reporting.
- Validated Reftab asset records across 200+ devices, maintaining inventory accuracy and tracking equipment loans.

Digital Learning Student Assistant

Brightspace LMS Team, Knox College

Aug 2026 – Present

Galesburg, IL

- Created 20+ Brightspace LMS guides and FAQs to support adoption of the college's new learning platform.
- Analyzed feedback from 4 student usability sessions, identifying recurring friction points and refining onboarding resources.

SQL & Database Architecture Extern

Extern / Breaking Games

Aug 2026 – Present

Remote

- Designed a relational MySQL schema for 6 e-commerce datasets and wrote SQL queries for sales and marketing analysis.
- Analyzed conversion, cart abandonment, and campaign performance metrics to identify customer-behavior trends.
- Cross-checked SQL and AI-assisted analyses against source records; developing an HTML dashboard for business stakeholders.

Undergraduate Researcher – Dickson Polynomials

Knox College / Advisor: Prof. Neranga Fernando

Nov 2025 – Mar 2026

Galesburg, IL

- Built a Python pipeline with NumPy and SymPy to generate Dickson polynomials and automate factorization, root analysis, and conjecture testing.
- Visualized polynomial root distributions and symmetry patterns using Matplotlib to explore conjectures computationally.
- Authored mathematical proofs in LaTeX and presented research findings at the 2026 Rose-Hulman Undergraduate Mathematics Conference.

Tech Tutor

Galesburg Public Library

Oct 2026 – Present

Galesburg, IL

- Provided individualized software, hardware, and account support while explaining solutions to non-technical library patrons.
- Led Office 365 and Google Workspace workshops, delivering technical presentations and creating reusable training guides.

Academic Assistant

MathExpress Center

May 2025 – Aug 2025

Hanoi, Vietnam

- Tracked attendance and assessment scores for 300+ students in Excel using PivotTables and VLOOKUP.
- Developed Power BI dashboards to identify learning gaps and guide tutoring interventions, contributing to a 10% improvement in academic performance.
- Prepared monthly progress reports for 50+ parents, translating academic data into actionable learning recommendations.

Projects

Southeast Asia Financial Flows Analytics | *Python, pandas, Seaborn, Matplotlib*

Oct 2026

- Built a Python data-processing workflow to clean, reshape, and merge 25 years of World Bank remittance and FDI data across 11 Southeast Asian economies.
- Produced 3 comparative time-series visualizations, identifying Vietnam's tenfold remittance growth from 2000 to 2024.

Technical Skills

Programming & Libraries: Python, SQL, R, pandas, NumPy, SymPy, scikit-learn, Matplotlib, Seaborn

Data & BI: MySQL, SQL Server, BigQuery, Power BI, Excel, dbt

Developer Tools: Git, GitHub, Jira, Reftab, LaTeX