

Tram Truong

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EDUCATION

Florida International University

BBA, Finance.

Miami, Florida

2028

Relevant Coursework: Financial Management, Business Statistics & Analysis I, Applied Business Analytics, Statistical Methods I, Managerial Accounting, Programming I

EXPERIENCE

Shift Lead

June 2023 – Present

Tealicious

Davie, Florida

- Processed high-volume customer transactions accurately while maintaining excellent customer service standards.
- Trained 7 new staff members on register procedures, beverage preparation, and customer service practices.
- Collaborated with team members to maintain efficient daily operations and uphold cleanliness standards.

Receptionist

February 2021 – February 2023

Galaxy Nails Studio

Sunrise, Florida

- Managed appointment scheduling, customer check-in and check-out, and phone and email communications while maintaining organized front desk operations.
- Processed cash and credit card transactions and maintained accurate records in Excel.

PROJECTS

Sales Performance & Customer Analytics Dashboard

August 2026 – September 2026

- Tools: Power BI, Power Query, DAX, Data Modelling, Data Visualization
- Built an interactive Power BI dashboard to analyze revenue, sales volume, customer segments, geographic performance, and monthly trends for business performance reporting.
- Developed DAX measures and KPIs for total sales, YTD sales, year-over-year growth, quantity sold, and average sales per unit to track performance against defined metrics.
- Transformed and modelled sales and customer data using Power Query, incorporating interactive slicers and visualizations to surface key trends and top-performing customer segments.
- Delivered actionable insights through trend analysis, customer segmentation, and geographic sales analysis to support data-driven business decisions and stakeholder presentations.

Strategic Business Analysis Project

June 2026 – July 2026

Research

- Conducted a comprehensive SWOT analysis of Meta to evaluate internal strengths and weaknesses alongside external opportunities and threats.
- Researched market trends, competitive positioning, and industry developments to support strategic recommendations.
- Collaborated with a team to present findings and propose actionable strategies based on data-driven analysis.

ACTIVITIES & LEADERSHIP

Vietnamese Eucharistic Youth Movement (VEYM/TNTT)

2024 – Present

Youth Leader (Huynh Truong)

- Lead and mentor youth members through educational activities, team-building exercises, and community events. Plan and coordinate lessons, group activities, retreats, and programs in collaboration with fellow youth leaders. Delegate responsibilities across leadership teams to ensure events are organized and executed effectively. Support community service and volunteer initiatives while fostering teamwork, responsibility, and personal development among members.

SKILLS

Data & Analytics: Power BI, Power Query, DAX, Python, Excel, SAP

Core Skills: Data Modelling, Data Visualization, Financial Analysis, SWOT Analysis

Programming: Python, Java

CERTIFICATIONS

- Microsoft Word Expert Certificate
- Microsoft PowerPoint Certificate
- Google Data Analysis Certificate (in progress)