

HIEU DUONG

[Gmail](#) | [GitHub](#) | [LinkedIn](#) | [Portfolio](#) | [Phone](#) | Springfield, MO



EDUCATION

Master of Science in Information Technology | *Missouri State University – Springfield, MO*

Dec 2026

Data Engineering Focus | GPA: 4.0

Bachelor of Science in Business | *Missouri State University – Springfield, MO*

Dec 2024

Major in Business Analytics | GPA: 3.82

SKILLS

Advanced Excel (Advanced Macros, Pivot Tables), Airflow, AWS Services (Redshift, S3, EC2), Google Analytics, Google Cloud Platform, Hadoop, Microsoft Azure, Microsoft SQL Server, MongoDB, MySQL, Oracle, Power BI, PostgreSQL, Python (Pandas, NumPy, PySpark, Matplotlib, Seaborn), QuickSight, R, SQL, Tableau.

EXPERIENCES

Graduate Assistant | *Missouri State University – Springfield, MO*

Aug 2025 – Present

- Assist international students with immigration check-in, I-20 issuance and updates, SEVIS compliance, and visa processes (OPT, CPT, status changes) while coordinating orientation programs for a smooth arrival experience.
- Provide guidance on scholarships, applications, and award maintenance; collaborate with university departments to enhance student services, support cultural adjustment, and promote cross-cultural engagement.

AI Data Annotator | *DataForce – New York, NY (Remote)*

June 2025 – Present

- Labeled and annotated large datasets of images and videos to train and validate machine learning models for computer vision applications.
- Collaborated with QA and data science teams to review annotation quality and resolve edge cases.

International Student Assistant | *Missouri State University – Springfield, MO*

May 2022 – Aug 2025

- Enhanced data collection and management processes by implementing a centralized tracking system in Excel, improving access to student data and reducing data retrieval time.
- Analyzed international student engagement data to identify trends, providing insights that informed tailored communication strategies and improved service satisfaction scores by.

Research Assistant | *Missouri State University – Springfield, MO*

Aug 2024 – Dec 2024

- Designed data sorting and filtering mechanisms within Excel, enabling DSOs to quickly retrieve and analyze student information for compliance and reporting requirements.
- Collaborated with DSOs to utilize Excel functionalities, optimizing the tool for their specific needs & reducing data processing time.

Data & Resource Systems Assistant | *Greenville University – Greenville, IL*

Jun 2020 – Dec 2021

- Managed and maintained library data systems, including digital databases, cataloging tools, and inventory tracking platforms, ensuring accurate records and efficient workflows.
- Analyzed usage data to identify circulation trends, produced detailed reports, and provided timely, well-organized information access to support academic needs.

PROJECTS

Blinkit Analysis (2025) • Excel • Created an interactive Excel dashboard analyzing Blinkit sales data, visualizing KPIs such as total sales, average sales, item performance, and outlet metrics by size, type, and location to identify high-performing categories and optimize business strategies.

Coffee Shop Sales Analysis (2025) • MySQL • Designed and executed advanced SQL queries to clean, transform, and analyze coffee shop sales data, delivering insights on monthly trends, product performance, peak sales hours, and customer purchasing patterns to support data-driven business decisions.

EDA & Data Visualization – AirBnb Listing (2025) • Python • Performed exploratory data analysis (EDA) on Airbnb datasets using Python (Pandas, NumPy, Matplotlib, Seaborn) to uncover pricing trends, occupancy patterns, and location-based insights, supporting data-driven business recommendations.

Hospital Emergency Room Analysis (2025) • Power BI • Developed an interactive Power BI dashboard for hospital emergency room data, integrating patient demographics, wait times, satisfaction scores, and departmental referrals to enable real-time performance monitoring and data-driven decision-making.

VOLUNTEER

Orientation Group Leader | *Missouri State University – Springfield, MO*

Aug 2025

- Served as an Orientation Group Leader for the Fall 2025 New International Student Orientation (NISO), guiding a group of 20–25 students through check-in, advising, campus tours, cultural adjustment activities, and social events.
- Collaborated with GLaM mentors and International Services staff to connect around 200 new international students with essential campus resources, foster peer connections, and ensure a smooth transition to university life.

