

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

ACADEMIC HONORS & REWARDS

Graduated Magna Cum Laude | Bachelor of Science in Business

Dec 2024

Recipient | Academic Excellence Scholarship | Undergraduate

Jan 2022

Recipient | Buena Ridenhour Lansford and Raymond W. Lansford Scholarship | Undergraduate

Aug 2022

Dean's List | Missouri State University | Undergraduate

Spring 2022 – Fall 2024

PROFESSIONAL CERTIFICATIONS

- [Google Data Analytics Certification](#) | Google
- [Data Analytics Bootcamp Certificate](#) | Data Analytics Bootcamp

May 2025

June 2025

SKILLS

- **Data Engineering & Cloud:** AWS Services (Redshift, S3, EC2), Google Cloud Platform, Microsoft Azure, Airflow, Hadoop
- **Databases & SQL:** SQL, Microsoft SQL Server, MySQL, PostgreSQL, Oracle, MongoDB
- **Programming & Libraries:** Python (Pandas, NumPy, PySpark, Matplotlib, Seaborn), R
- **Visualization & BI:** Tableau, Power BI, QuickSight, Advanced Excel (Advanced Macros, Pivot Tables)
- **Web Analytics:** Google Analytics

EXPERIENCES

Graduate Assistant | Missouri State University – Springfield, MO

Aug 2025 – Present

- Engineer automated Excel dashboards to analyze data for 1,000+ international students, automating 5 weekly reports and saving 10+ hours of manual processing time per week.
- Partner cross-functionally to define data quality rules (missing I-20 fields, duplicate IDs), improving data completeness to >98% and reducing ad-hoc data fixes during peak seasons.

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

June 2025 – Present

- Curate and annotate 5,000+ images and 100+ video segments weekly, contributing to a validation pipeline that improved model accuracy by 5%.
- Author edge-case handling guides and ran QA spot checks that lowered relabel rates by 30% and improved validation set precision for rare classes

International Student Assistant | Missouri State University – Springfield, MO

May 2022 – Aug 2025

- Developed a centralized Excel tracking system for 1,000+ student records, reducing data retrieval time by 40% and improving data accessibility for a team of 20 staff.
- Analyzed engagement data from ~500 survey responses, delivering insights that informed a new communication strategy and boosted service satisfaction scores by 15%.

Research Assistant | Missouri State University – Springfield, MO

Aug 2024 – Dec 2024

- Engineered advanced data sorting and filtering mechanisms in Excel, empowering DSOs to accelerate student information analysis for critical compliance and reporting, reducing data processing time for compliance reports by 50% for a team of 4 DSOs.
- Optimized legacy Excel functionalities based on DSO requirements, automating manual tasks and quantifiably reducing data entry time.

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

Jun 2020 – Dec 2021

- Administered and maintained core library data systems (digital databases, cataloging tools), ensuring data integrity and optimizing operational workflows.
- Analyzed library usage data to identify key circulation trends, authoring detailed reports that supported academic resource allocation and planning.

PROJECTS (see more in [Github](#))

[Blinkit Analysis](#) • [Advanced Excel](#) • Engineered an interactive Excel dashboard to analyze 8,500+ sales records and over \$1.2 million in revenue; visualized KPIs for 1,500+ unique items across 10 outlets to identify high-performing categories and drive business strategy.

[Coffee Shop Sales Analysis](#) • [MySQL](#) • Architected a data workflow in MySQL to clean, transform, and analyze 149,000+ transactions from a 6-month period; delivered actionable insights on purchasing patterns across 80 products and 3 store locations.

[EDA & Data Visualization – Airbnb Listing](#) • [Python](#) • Executed a comprehensive EDA on 20,000+ Airbnb listings using Python (Pandas, NumPy); analyzed 22 features to uncover pricing trends across 5 neighbourhood groups, generating data-driven business recommendations.

[Hospital Emergency Room Analysis](#) • [Power BI](#) • Developed and deployed an interactive Power BI dashboard to monitor 9,200+ patient visits over a 2-year period; integrated data on demographics, ~35 min average wait times, and 4.99/5 average satisfaction scores to enable real-time performance tracking for 7 hospital departments.

