ALLEN CHEN

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EDUCATION

University of South Florida   **Tampa, FL**
Bachelor of Science in Information Technology   Graduated Jul 2025
GPA: 3.78/4.00

EXPERIENCE

Help Us Grow Reading Program (H.U.G.)   **Remote**
Data Analyst   Oct 2023 – Jul 2025
- Implemented Excel data validation checks on 10+ discrepancies weekly to ensure accuracy and reliability in monthly reports.
- Executed SQL queries (joins, subqueries, aggregations) in AWS QuickSight to analyze program outcomes and deliver monthly insights for decision-making.
- Consolidated Salesforce and Zoho CRM records using Python to unify program data, support real-time tracking of 500+ student and volunteer accounts, and streamline reporting workflows.
- Presented KPI-driven data insights and program outcomes to 50+ stakeholders and donors, increasing funding by 10%.
- Trained a statewide team of 250+ volunteers using Salesforce and Zoho CRM, enabling consistent tutoring for 150+ students and improving vocabulary by 3 words per week.

Hillsborough Community College   **Ruskin, FL**
Administrative Assistant   Aug 2021 – May 2023
- Cleaned and managed attendance data for 500+ students annually in Excel (Power Query), improving engagement by 10%.
- Automated sorting of weekly attendance records by student first name using Python, improving reporting efficiency.
- Transformed Excel event data into actionable insights through PowerPoint presentations, improving student participation by 10%.
- Coordinated front desk operations, resolving 100+ daily student inquiries and improving campus navigation.

LEADERSHIP

H.U.G. Tutoring Club   **Tampa, FL**
President   Oct 2024 – Jul 2025
- Generated dashboards (Excel pivot tables, Power BI) to track member attendance, engagement, and student reading progress, securing funding and supporting program decisions.
- Monitored participation data from workshops and events to identify trends and inform outreach strategies, resulting in a 20% increase in membership through school and nonprofit partnerships.

PROJECTS

Volunteer Metrics Dashboard – Engagement Strategy Project   Jan 2025 – Jul 2025
- Designed dashboards in Excel and Zoho Analytics to highlight student progress and improve clarity for grant reviewers.
- Coordinated with program staff to identify key metrics and ensure dashboards reflected reporting goals and funding criteria.

Annual Report – Program Analytics Project   Aug 2024 – Jun 2025
- Interpreted data from 250+ tutors and 150+ students across 2 states in Excel, driving program improvements and grant renewals.
- Delivered dashboards and visuals emphasizing 91% reading improvement and 86% digital literacy gains in students.

CRM Workflow Optimization – Systems Improvement Project   Oct 2023 – Jun 2024
- Designed Python scripts to automate data cleaning and merge Salesforce and Zoho CRM records, streamlining ETL workflows and reducing manual intervention.
- Authored training documentation to ensure smooth adoption and improve reporting efficiency across 500+ student records.

CERTIFICATIONS

Google Data Analytics Professional Certificate – Coursera   Jul 2025

SKILLS

Data Visualization Tools: Zoho CRM & Analytics, Power BI, Excel, DBeaver, Salesforce, Google Analytics
Programming Languages: Python, SQL (MySQL, PostgreSQL, Oracle, Microsoft), R
Cloud Platforms: AWS (QuickSight, EC2, S3), Azure