

Chliona Pham

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SUMMARY

Data analyst experienced in handling regulated financial and operational datasets in a tax preparation environment. Skilled in SQL, Python, and Tableau for validating, analyzing, and presenting structured data. Background includes compliance workflows, client-facing financial interpretation, and building dashboards that support business decisions. Authorized to work in the US without sponsorship.

TECHNICAL SKILLS

Data Tools: Tableau, Power BI, Excel, SQL, Python, R

Other Tools: Git, Jira

Core Skills: Data cleaning, dashboard design, statistical testing, cohort analysis, ETL, data storytelling

EXPERIENCE

Tax Preparation Intern, Nguyen Thu Tax Solutions, CA

Jan 2026 – Present

- Process 40–80 individual tax returns weekly using Drake Tax Software, validating structured financial data across W-2, 1099, 1099-R, and gambling income forms.
- Maintained accuracy across high-volume seasonal filings with tight IRS submission deadlines.
- Perform IRS due diligence compliance checks (Form 8867) and eligibility verification for credits and dependents to minimize audit risk.
- Interpret refund and balance calculations for clients and resolve discrepancies before submission.
- Verify identity and documentation (SSA records, IDs, dependents), supporting fraud prevention and regulatory compliance workflows.
- Manage checkout workflow including payment collection and return finalization in high-volume seasonal operations.
- Handle client inquiries and triage tax issues across the preparation lifecycle, improving completion efficiency

Public Health Data Analyst Extern, Public Health Analytics, Remote

Oct 2025 – Dec 2025

- Analyzed 2.2M CDC PLACES and SDOH records to identify trends in hypertension and cholesterol.
- Cleaned and merged multiyear public health datasets using Python.
- Ran paired t tests and chi square tests to compare 2018 vs 2022 prevalence.
- Built an interactive dashboard to communicate findings to non-technical audiences.

Front-End Intern, Springer Capital, Remote

Apr 2025 – Jul 2025

- Enhanced usability and accessibility for an internal AI review platform, boosting reviewer efficiency through keyboard shortcuts and screen reader support.
- Refactored legacy code into modular, reusable TypeScript components using Tailwind CSS, improving developer productivity and consistency.

Computer Lab Technician, De Anza College, CA

Oct 2024 – April 2025

- Logged and categorized recurring technical issues to support troubleshooting and resource planning.
- Conducted pre-deployment testing of new software, reducing post-deployment issues by 40%.

College Math Tutor, Fremont, CA

Sep 2021 – May 2022

- Tutored 50+ students in Algebra, Calculus, and Statistics, improving average performance by 80%.
- Fostered a collaborative, inquiry-based learning environment.

PROJECTS

Alameda County Chronic Disease Analysis (Python, React) | [View Live](#)

- Analyzed over 2.2 million CDC PLACES records to examine chronic disease trends from 2018 to 2022.
- Applied chi-square tests, paired t-tests, and logistic regression to identify shifts in obesity, cholesterol, and hypertension prevalence.
- Built an interactive dashboard connecting health outcomes with income, food access, and healthcare access.

Credit Risk Dashboard (Tableau, SQL, Excel) | [View Live](#)

- Identified 17.6% default concentration in high-risk credit grades to model lending risk segmentation
- Created exportable cohort insights for reporting.

Healthcare HR Dashboard (Tableau, Python, Faker, Draw.io) | [View Live](#)

- Designed pay equity views with synthetic HR data.
- Shipped a clean, repeatable dashboard for HR scenarios.

EDUCATION

California State University, East Bay, Hayward, CA

Anticipated Jun 2025

- BS, Computer Science

ACHIEVEMENTS

- Managed club finances as **Treasurer** of Girls Who Code Club, fostering diversity and inclusion in tech.
- Streamlined office processes as Welcome Center Assistant, automating operations by 65%.