

Michael Pham

tuq21768@temple.edu | Philadelphia, PA

EDUCATION

Temple University

BBA in Management Information Systems w/ minor in Information Science and Technology

August 2023 – May 2027

Philadelphia, PA

PROFESSIONAL EXPERIENCE

Beats By Dre

Data Analyst Extern

February 2025 – Present

Remote

- Performed exploratory data analysis and sentiment analysis on customer reviews using Python, Pandas, and NumPy
- Visualized results and created interactive dashboards to present data-driven insights and trends
- Analyzed data to extract insights on customers for marketing strategies, product development, and brand positioning

Temple HCI Lab

Research Fellow

January 2025 – Present

Philadelphia, PA

- Researched user experiences and interaction patterns with LLMs to improve AI model performance
- Analyzed and compared different AI models, evaluating their outputs, behaviors, and efficiencies
- Assisted in preparing research reports and presentations on HCI, AI, and LLMs for conferences and publications

Temple University

Information Technology Assistant

September 2023 – Present

Philadelphia, PA

- Supported 1200+ faculty, staff, and students by resolving technical issues and configuring software on desktops
- Resolved service requests for computers, printers, and technical equipment, achieving 100% satisfaction rates
- Monitored computer labs and provided on-site technical support to ensure a secure and efficient user environment

HP Tech Ventures

Data Analyst Extern

September 2024 – October 2024

Remote

- Collected and analyzed data on startups and industry trends using Excel to support investment evaluations
- Researched business models and product strategies to assess growth potential and competitive positioning
- Prepared analytical reports and presented findings to guide investment recommendations

PROJECTS

Data Analytics Project: Vehicle Fuel Efficiency Through CO2 Emissions

June 2024 – June 2024

- Conducted data analysis on vehicle fuel efficiency by importing and cleaning data from CSV files using Python
- Performed analysis to identify trends and patterns
- Visualized results to provide insights on emissions and efficiency

Recipe Wiz: Recipe Generator

November 2023 – December 2023

- Developed a web application to provide recipe recommendations based on user-input ingredients or food categories
- Built the back-end using Python and Flask, with a front-end stack of HTML, CSS, and JavaScript
- Generated recipe data from APIs for efficient data retrieval

INVOLVEMENT

Temple University Data Science Community (TUDSC)

- Partook in data visualization workshops and learned to use Tableau in analyzing large datasets
- Engaged in machine learning workshops about ML models, and how to build, train, and evaluate them in Python
- Attended meetings to hear from guest speakers in the data science field

Association for Computing Machinery (ACM)

- Participated in OwlHacks, ACM's hackathon, and collaborated with 2 students on a web development project
- Partook in a web development workshop using HTML, CSS, and JavaScript
- Attended meetings and heard from guest speakers across various tech fields

SKILLS & RELEVANT COURSEWORK

- Skills:** Python; SQL; HTML; CSS; JavaScript; Technical Support; Quantitative Analysis
- Tools:** Tableau; Power BI; Pandas; NumPy; MS Excel