

Tran Chi Hieu

Data Analyst

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About

Data Analyst experienced in workforce analytics, embedded Power BI, semantic modeling, and reporting automation. Strong background in DAX and DirectQuery optimization, dynamic RLS, client-facing embedded reports, and multi-client deployment automation using Azure DevOps, PowerShell, and Power BI REST API. Skilled in turning operational data into decision-ready insights, with hands-on exposure to dbt, Snowflake, Dagster, PostgreSQL, and Microsoft Fabric.

Core Skills

BI & Analytics

Power BI, Tableau, Excel

Platforms

Microsoft Fabric, PostgreSQL, SQL Server, Snowflake, Google BigQuery

Modeling & Languages

SQL, Python, PySpark, DAX, M / Power Query, dbt

CI/CD & Automation

Azure DevOps, PowerShell, Power BI REST API, Tabular Editor, DAX Studio, Dagster

Professional Experience

Sun* Inc.

Hanoi

BI Analyst

Apr 2025 - Present

- Owned end-to-end Power BI delivery for a client-facing embedded analytics portal, covering requirement gathering, semantic model design, DAX development, report UX, performance optimization, and embedded report validation.
- Built 6 embedded Power BI reports used across 50+ client organizations, including aggregated progress metrics, intake/admission trend analysis, detailed record views, user/entity information views, and export request monitoring.
- Optimized Power BI Import and DirectQuery semantic models, reducing DirectQuery report load/query time from up to 12 seconds to around 1-3 seconds through model tuning, DAX best practices, and database-level collaboration.
- Automated multi-client Power BI deployment using Azure DevOps, PowerShell, and Power BI REST API, reducing manual effort across 50+ client workspaces and multiple embedded reports.
- Built a Fabric-based telemetry pipeline using notebooks, Dataflow, Power BI REST API / Azure Analytics logs, and monitoring dashboards to track report latency, usage, and operational issues.
- Designed a consolidated Power BI semantic model across multiple client databases, standardizing 15+ KPIs and enabling internal reporting and cross-client performance insights.
- Supported a warehouse migration project by reviewing dbt tests, monitoring Dagster pipeline runs, and reconciling 40+ Snowflake tables with SQL.

- Prepared and analyzed attendance, service-level, and performance reports for 1,000+ employees, ensuring 100% on-time submission to management for data-driven workforce decisions.
- Conducted capacity planning across occupancy, schedule adherence, staffing attainment, AHT, and staffing requirements, contributing to a 10%-15% improvement in staffing efficiency.
- Processed and reviewed schedule trade requests, management modifications, scheduling events, and workforce updates to maintain operational coverage.
- Tracked, compiled, and reported account-level workforce data, aligning updates with Global Workforce Management to maintain headcount accuracy within 97%-103% of target.
- Ensured accurate categorization and accumulation of work hours, supporting billing accuracy.

- Oversaw timekeeping and schedule generation for 300+ employees using workforce scheduling applications to improve labor coverage.
- Managed process modification requests, event scheduling, and compliance monitoring, ensuring 98% on-time execution across operations and workforce teams.
- Monitored real-time performance metrics across multiple lines of business, contributing to a 15% improvement in attendance adherence.
- Leveraged Power BI to analyze scheduling efficiency and provide data-driven recommendations.
- Facilitated cross-functional communication with staff, management, Human Resources, and Accounting to support seamless workforce operations.

Certifications

Microsoft Fabric Analytics Engineer Associate

Microsoft

Credentials

Google Business Intelligence Specialization

Google / Coursera

Credentials

TOEIC

845/900

Google Advanced Data Analytics

Google / Coursera

Credentials

Claude Code in Action

Anthropic

Credentials

Education

National Economics University (Vietnam)

International Economics

Bachelor's Degree

Hanoi, Vietnam • Sep 2018 - Aug 2022