ANDREW DAO

Business Intelligence Analyst

Houston, TX (open to relocating to Austin) | 732-491-6057 | andrewdao183@gmail.com | linkedin.com/in/andrewddao

PROFESSIONAL SUMMARY

BI analyst with 2+ years at BNY building Power BI dashboards and data models for syndicated loan and CLO operations. Works directly with business users to pin down requirements and agree on how each metric is defined, cleans and combines data from several source systems, and validates the numbers in SQL before anything is released. Looking to do the same work on infrastructure and engineering projects.

TECHNICAL SKILLS

BI & Data Modeling: Power BI (DAX measures, calculated columns, Power Query, relationships, incremental / scheduled refresh, on-premises gateway); star-schema modeling; metric definitions; dashboard layout and design for non-technical users

SQL & Data Platforms: Advanced SQL (joins, CTEs, window functions) for extraction, reconciliation, and report validation; Snowflake, Microsoft Fabric (Lakehouse, medallion architecture for Power BI), Oracle, PostgreSQL; data-quality checks

Excel & Automation: Advanced Excel (pivot tables, lookups, large data sets); Alteryx; Power Automate; SharePoint

Programming: Python (pandas, Playwright), R, REST APIs, FastAPI, Git / GitLab; classification, regression, and gradient-boosting models; LLM tooling and output testing

Analysis & Stakeholder Work: Requirements gathering, documentation of data sources and business rules, root-cause analysis, reconciliation, self-service enablement; Excel and PowerPoint summaries for senior management

WORK EXPERIENCE

Business Intelligence / Data Analyst | BNY, Houston, TX **Aug 2024 – Present**

- Built Power BI dashboards on Snowflake (Cash Breaks, Par Reconciliation) that replaced manual spreadsheet reporting for operations teams and helped raise straight-through processing (STP) by 30%.
- Built the data models behind them (star-schema tables, DAX measures, calculated columns, Power Query transformations), following naming and metric standards agreed with the business so a number is calculated the same way in every report.
- Lead requirements sessions with operations and technology partners to turn loosely defined requests into specific reporting needs, and document the data sources, metric logic, business rules, and assumptions behind each report.
- Prepare report data with SQL, Power Query, and Alteryx, cleaning and joining tables from several upstream systems.
- Validate report output against source data in SQL before release, checking joins, transformation logic, and edge cases, so the numbers hold up when questioned.
- Trace breaks and data-quality issues to their root cause in Snowflake, settle conflicting metric definitions between business and technology teams, and present recommendations to senior management.
- Serve as first point of contact for the team's BI requests, report issues, and enhancements; keep scheduled refreshes current and fast (incremental refresh, on-premises gateway) and help teammates adopt self-service reporting.
- Automated recurring reporting and client distribution with Python (Playwright) and built a SharePoint risk action-item tracker, saving hours of manual work each week and cutting the risk of manual errors.
- Prototyped AI-assisted reconciliation and notice-processing workflows with quality checks on the output, and demoed them to associates, analysts, and executives.

Operations Analyst Intern | BNY, Houston, TX **Jun 2023 – Aug 2023**

- Built a workload-allocation and capacity-planning tool that forecast FTE needs by deal type and was used for labor planning.
- Reviewed financial waterfall models (allocation, distribution, payment logic) for discrepancies, helping cut errors by 15%.
- Led a cross-functional team of 4 to improve communication across departments, raising client onboarding efficiency by 20%.

TECHNICAL PROJECTS

- **Esports Outcome Prediction Model (Python):** Scraped and cleaned match data, engineered features (Elo, map win rates, head-to-head), and trained a gradient-boosting classifier that outputs calibrated win probabilities.
- **AI Gateway / LLM Router (Python, FastAPI):** Sends requests with sensitive data to an internal LLM and the rest to an external LLM API. Wrote the architecture decision record, pitched it to leadership, and published it on internal GitLab.

EDUCATION

B.S., Business Analytics & Information Technology | Rutgers University, Magna Cum Laude **May 2024**

Languages: English (Native), Vietnamese (Native)