



QUAN NGUYEN

Experience

Witron Onsite Service Canada - Information Technology Analyst

Toronto, Canada

09/2024 - 10/2026

- Monitored and supported the automated warehouse IT system, ensuring the on-time delivery of over 200,000 cases of good daily for the largest food retailer in Canada - Loblaws.
- Engaged with customers in daily meetings to diagnose problems and incidents, deliver transparent updates, and align on resolution timelines.
- Managed change requests and facilitated escalation of bug reports to ensure timely resolution by IT project team.
- Developed custom scripts using Power Automate, Excel VBA and Office Scripts to automate routine tasks, help saving over 40 hours of repeated work weekly for on-site team.
- Designed Power BI dashboards using ERP and WMS data to improve visibility into HR, Maintenance, and Production performance and support operational decisions.
- Created and maintained SOPs documentation, following ISO 9001:2015 standard for controlled documents through Sharepoint.

Projects

Incidents Tracker and Dashboards for Witron

- Implemented Copilot AI model to track incident information from sent email, saved the information as Items in Sharepoint list.
- Developed a Power Automate flow that sends automated reminders to on-site supervisors for updates and follow-ups on repair ETA.
- Built interactive Power BI dashboards to analyze incident trends and operational downtime.

Football Striker Scouting Analysis

- Built a player recruitment analysis using Python and Pandas to identify striker replacements using Football Data from Transfermarkt.
- Applied data cleaning, EDA, and player performance analysis to compare and rank transfer targets against defined criteria.

Witron Maintenance Activity Dashboard

- Developed maintenance dashboards to track work planning, completion, backlog, cancellations across warehouse operations.
- Shared weekly reports with customers and collaborated with stakeholders to analyze work order cancellation trends, identify root causes, and drive corrective actions.

✉ quanmtnguyen@gmail.com

☎ 0975539305

📍 Ho Chi Minh City SG

🔗 <https://quanguyen-portfolio.com/>

in [linkedin.com/in/quan-nguyen-3911b9220](https://www.linkedin.com/in/quan-nguyen-3911b9220)

Education

08/2023

Seneca Polytechnic

Toronto, Canada

Diploma: Computer Programming

Skills

- Proficient in multiple programming languages: JavaScript, SQL, Python, etc.
- Advanced Skills in Microsoft Offices apps such as Teams, SharePoint and Power Platform tools
- Clear, structured communication with customers and on-site team members

Accomplishments

Finalists - Seneca Housing Hackathon 2024

Certifications

- Google IT Support Professional Certification - Google
- Exploratory Data Analysis for Machine Learning - IBM
- Understanding and Visualizing Data with Python - University of Michigan'
- DevOps Foundations - LinkedIn Learning
- Learn Vue.js Course - Codecademy

- Excel: Learning VBA - LinkedIn Learning