

Quan Nguyen

Toronto, ON | quanhong09@gmail.com | (778) 584-8131 | linkedin.com/in/quanhong09

PROFESSIONAL SUMMARY

Master of Management in Artificial Intelligence (MMAI) candidate at the Schulich School of Business (Exp. May 2027) with over three years of experience directing end-to-end technology projects, from initial scoping and planning through implementation and close. Backed by a BCom in IT Auditing and Assurance, ensuring all technical initiatives strictly adhere to security, privacy, and data governance standards within regulated environments. Additionally serves as VP of Learning for the Schulich AI & Analytics Society, designing knowledge translation materials and applied training programs that empower non-technical audiences to confidently leverage AI.

EDUCATION

Schulich School of Business, York University

Expected May 2027

Master of Management in Artificial Intelligence

Toronto, ON

- Relevant Courses: AI Fundamentals, Project Management, Data Science
- Award: Schulich Entrance Award of Merit (2026)

York University

May 2023

Bachelor of Commerce, IT Auditing and Assurance

Toronto, ON

- Relevant Courses: Data Structures, Systems Analysis and Design, Business Process Management
- Award: York University International Award of Merit (2019 & 2020)

RELEVANT EXPERIENCE

IT & Operations Associate

Mar 2024 – Present

Canadian Council for Indigenous Business

Toronto, ON

- Assessed systems and workflows across a 60+ person organization, developing a prioritized roadmap and business case that leadership approved and adopted.
- Managed a cloud migration project end to end for 60+ users, from scoping, project planning, stakeholder coordination, implementation to closing which was delivered with zero downtime.
- Developed data handling policies, procedures, and governance documentation across a 60+ person organization, aligning practices to privacy, security, and compliance requirements.
- Led migration of 1+ TB from on-premises servers to SharePoint, delivering the project with zero operational disruption while maintaining data integrity and security compliance.
- Developed metrics and Power BI reporting to evaluate adoption across departments, translating findings into a training program the organization implemented.
- Led risk and issue management for a security incident, assessing impact, coordinating remediation with stakeholders, and documenting outcomes for leadership.

IT & Operations Coordinator

Jul 2023 – Feb 2024

Canadian Council for Indigenous Business

Toronto, ON

- Served as primary technical support contact for 60+ users, resolving hardware, software, and network issues across the Microsoft 365 environment.
- Automated a manual intake process with a triggered workflow in SharePoint Lists and Microsoft Forms, replacing ad-hoc email requests and achieving a 99% user satisfaction rate.
- Built an internal knowledge base of recurring issues and resolutions, cutting repeat support tickets by 40%+ and improving team efficiency.
- Analyzed support ticket data to identify recurring failure patterns, then designed and deployed a redesigned intake process around them.

Research Coordinator Intern
Canadian Council for Indigenous Business

May 2022 – Sep 2022
Toronto, ON

- Analyzed and benchmarked data storage and warehousing platforms against system requirements, comparing retrieval performance to support a recommendation to management.
- Cleaned, maintained, and documented a 20,000+ record contact database, applying data quality controls in Excel and SQL to resolve discrepancies and prepare records for analysis.

AI PROGRAM DELIVERY & LEADERSHIP

VP, Learning

Sep 2026 – Present

Schulich AI & Analytics Society

Toronto, ON

- Design and deliver an applied AI training program for a predominantly non-technical business audience across MBA, MBAN, and MMAI cohorts, producing the session materials and knowledge translation content that make technical concepts usable.
- Manage program scope and schedule, restructuring a six-topic curriculum to three teachable skills per session after faculty advisor review to improve retention and completion.
- Established the learning strategy for a paid membership model, defining member value through applied sessions, supporting research reports, and a LinkedIn educational series extending each workshop's reach.

Data Lead

Sep 2026 – Present

Ascend at York

Toronto, ON

- Own the chapter membership tracker as the single source of truth, maintaining dashboards, metrics, and reporting quality for the executive team.
- Track member, event, attendance, and launch-readiness metrics, preparing reporting that informs Co-President and VP decisions.
- Support semester and year-end reporting to Ascend Canada, the national organization.

RELEVANT PROJECTS

Python for Data Engineering – ETL Pipeline

Jul 2025

IBM

- Built an end-to-end ETL pipeline in Python that extracts data on the world's largest banks from web sources and APIs, transforms it, and loads structured records into a database for analysis.
- Applied currency-conversion logic and data quality checks in SQL to clean discrepancies and reorganize records into analysis-ready form, version-controlled in Git.

SKILLS

Project Management: Scoping, planning, implementation, monitoring & close; project plans, schedules, and status reporting; business cases and roadmaps; stakeholder coordination; meeting facilitation, minutes, and action tracking

AI Governance & Regulated Data: Responsible AI fundamentals, data privacy & security considerations, IT controls and compliance alignment, policy and governance documentation, risk assessment

Knowledge Translation & Analysis: Training material and briefing development, technical translation for non-technical audiences, quantitative & qualitative analysis, metrics and evaluation frameworks, Power BI reporting

Tools: MS Project & Planner, Microsoft 365, Google Workspace, Power BI, Python, SQL, SharePoint, Git/GitHub, Copilot

CERTIFICATIONS

- IBM SQL for Data Science (2024)
- IBM Python Basics for Data Science (2024)
- Google AI Essentials (2026)