

Khiem Hoang

BI & Analytics Leader

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SUMMARY

BI and Analytics leader with 6 years of experience across telecommunications, cybersecurity, and insurance (via enterprise client work), including 4+ years leading BI/analytics teams. Builds BI strategy, governance frameworks, and self-service reporting platforms that scale across large organizations (40,000+ employees). Partners with C-level executives and cross-functional teams to turn data into decisions. Combines hands-on technical depth (SQL, Python, data modeling, Power BI, Databricks) with people leadership: hiring, performance management, mentoring. Now seeking a Head of BI / Analytics role to build and scale a high-performing analytics organization.

LEADERSHIP HIGHLIGHTS

- Led BI/analytics teams of 2 to 5 people across 4 organizations over 4+ years, covering hiring, performance reviews, and technical design reviews
- Own governance and security for a Power BI platform serving 40,000+ employees and 1,000+ reports at Axon Active/la Mobilière
- Managed vendor relationships and end-to-end delivery as Project Manager for a multi-market SaaS product (Cohesion)
- Delivered measurable business impact: US\$30K in licensing savings, 90% reduction in manual access provisioning, 70% reduction in reporting processing time

CORE SKILLS

BI Strategy & Governance: BI Governance, Data Governance & Security, GDPR Compliance Monitoring, KPI/Metrics Frameworks, Standards & Documentation, Row-Level Security (RLS)

Business & Product Analytics: Executive Reporting, Customer Lifecycle Analytics (retention, cross-sell/upsell), Performance Reporting, Stakeholder Management

BI Platforms & Engineering: Power BI, Looker, Looker Studio, DAX, Power Query (M), SQL, Python, Databricks, Apache Airflow, Azure Data Factory, Azure AD, Data Modeling, ETL/ELT

Leadership: Team Building & Hiring, Performance Reviews, Coaching & Mentoring, Vendor & Project Management, English (C1)

PROFESSIONAL EXPERIENCE

Senior BI Engineer | Axon Active (Client: la Mobilière)

Apr 2025 – Present

Ho Chi Minh City / Bern, Switzerland

- Support the enterprise Power BI platform team serving 40,000+ employees, guiding teams through design, testing, and delivery of Power BI solutions on the shared platform
- Manage governance and security across 1,000+ reports, detecting and flagging an average of 20 security and GDPR compliance violations per month
- Implemented RLS combined with Azure AD Group and IAM policies, reducing manual report access provisioning by 90%
- Author platform-wide governance standards (UI/UX, naming conventions, third-party app usage) followed by all solution builders
- Run the company-wide Power BI training program, onboarding 100+ new users/month

Senior Data Analyst | OPSWAT

Mar 2024 – Mar 2025

Ho Chi Minh City, Vietnam

- Sole BI owner on a 3-person project team. Migrated ~200 Klipfolio reports to Power BI, finishing 3 months ahead of schedule and delivering US\$30,000 in verified annual licensing savings
- Built product quality dashboards adopted by 50+ executives, department managers, and product owners across 20+ cybersecurity product teams

Power BI Team Leader | FPT Telecom Group (FPT Telecom → FPT Head Office)

Mar 2020 – Feb 2024

Ho Chi Minh City, Vietnam

- Led a 4 to 5 person BI/analytics team, owning hiring interviews, performance reviews, work allocation, and technical/code reviews

- Built a centralized Customer Data Platform across FPT subsidiaries, unifying 4M+ customer profiles for group-wide analytics
- Contributed to cross-sell/upsell recommendation efforts across service packages, supporting acquisition and monetization initiatives
- Rebuilt the Management Accounting Reporting System into a top-3 dashboard by usage, cutting processing time by 70% and saving hundreds of millions of VND annually
- Built a customer churn early-warning system and automated back-office workflow, keeping monthly churn under 1% (iKhiến 2020 Award)

Data Lead (Contractor) | Cohesion

Jun 2025 – Jul 2026

Remote, United States

- Led a 2-person data team owning Power BI reporting for a smart-building platform live in 70+ buildings across US, UK, Australia, Singapore, and other markets
- Owned data models, ETL pipelines, data quality, KPI definitions, access controls, and documentation
- Acted as Project Manager for Savvy v2.0, serving as primary vendor and C-level stakeholder contact

Data Analytics Lecturer, Levels 1–2 (Part-time) | MindX Technology School

Jun 2023 – Present

Ho Chi Minh City, Vietnam

- Taught 30+ classes contributing to programs used by 1,500+ learners, and led development of the "AI for Spreadsheets" course

EDUCATION

Bachelor of Engineering in Information Systems — University of Information Technology, VNU-HCM

2016–2021

ACHIEVEMENTS & ACTIVITIES

Advisory Board Member, 10th ITB-BI Competition, UEL VNU-HCM (Jul 2026). Lead Instructor, BI Training Workshop at Agribank (May 2025). Guest Speaker, “Applying Data Analytics in E-Commerce”, UEF (Mar 2025). Quarterly MVP Award at OPSWAT (2024) and FPT Telecom (2023); iKhiến 2020 Award, FPT Telecom.