

Phat Ngo

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PROFESSIONAL SUMMARY

Data & AI strategy consultant at Ernst & Young with 4+ years of experience delivering enterprise analytics, AI-driven automation, and governance solutions for Fortune 50 clients. Led global delivery organizations of 135+ consultants, built executive-facing analytics platforms used by 300+ daily users, and contributed to \$5.4M+ in program revenue. Skilled in Python, SQL, Power BI, SAP S/4HANA, and GenAI-enabled development. Pursuing MS Analytics at Georgia Tech with a focus on computational data analytics and AI governance. Passionate about agentic AI systems, responsible AI adoption, and enterprise-scale intelligent automation.

CORE COMPETENCIES

Data & AI Strategy	Enterprise analytics, AI governance, agentic AI systems, GenAI solution development, ML model validation
Analytics & BI	Power BI, Tableau, KPI dashboards, performance attribution models, automated reporting, data visualization
Programming	Python, R, SQL, Java, JavaScript Pandas, NumPy, TensorFlow, Scikit-Learn, Keras, Matplotlib, Seaborn
Cloud & DevOps	AWS (Certified Cloud Practitioner), Google Cloud, Firebase, Docker, Git/GitHub, Anaconda, Jupyter
Enterprise Systems	SAP ECC, SAP S/4HANA, SharePoint, PowerApps, Visio Process optimization, system integration
Leadership	Global team coordination, stakeholder management, Agile/SAP Activate, cross-functional delivery, risk governance

PROFESSIONAL EXPERIENCE

Ernst & Young (EY)

September 2021 – Present

Senior Technology Consultant

- Led a **135-person global delivery organization** managing 3,255+ tracked work items across enterprise transformation portfolios, standardizing performance governance and improving resolution velocity across regions
- Designed enterprise performance monitoring frameworks that **reduced average issue resolution time by 10+ days** through KPI optimization and automated reporting workflows
- Developed automated analytics algorithms to detect security access anomalies and role misassignments, **reducing access control errors by 65%** in partnership with compliance and risk stakeholders
- Delivered analytics-driven operational insights for a Fortune 50 pharmaceutical client, contributing to **\$5.4M in program revenue** and improving executive reporting accuracy
- Served as solution architecture co-lead for global enterprise programs, coordinating **five international delivery teams** and strategic partners (SAP, Deloitte, Accenture, OpenText, Vistex)

Technology Consultant

- Achieved a **5% reduction in data redundancy** within SAP ECC for a Fortune 50 pharmaceutical company, resulting in a **21% improvement** in consolidation and financial reporting efficiency
- Served as testing lead overseeing Europe during integrated order-to-cash and record-to-report testing phases with **235+ end users**
- Designed KPI dashboards and performance attribution models used by **CFO and SVP** to track portfolio-level delivery health and manage operational risk

- Built and deployed **GenAI-enabled analytics prototypes** integrated with enterprise systems, automating reporting and improving productivity across **11 industry verticals**

Key Projects & Leadership Initiatives

Enterprise Testing & Defect Performance Initiative

- Led global defect and testing governance for **2,540+ consultants**, presenting data-driven performance insights to CFO and SVP at a Fortune 50 pharmaceutical company
- Drove firmwide adoption of **declarative AI/agent-based solutions** across the SAP practice, standardizing workflows and improving delivery efficiency
- Built enterprise Power BI dashboards tracking quality, delivery KPIs, and operational performance with **302+ active daily users** across desktop and mobile

EY Global Industry Solution COE Initiative

- Developed a PowerBI/PowerApp solution that **reduced SAP industry demo and S/4HANA sandbox setup time by 9%**
- Led creation of data-driven advertising briefs highlighted at **SAP Sapphire**, drawing **4,000+ attendees** and increasing visibility by 6%
- Oversaw validation and testing for EY's AI/ML model, managing data across **11 SAP industry sectors**

EY Global SAP COE Initiative

- Ensured content precision across **545+ tools and documents**, completing major milestones a week ahead of schedule
- Coordinated Australia, Europe, APAC, and India teams, **accelerating project timelines by 3 weeks** and increasing margin by 3%

EDUCATION

Georgia Institute of Technology

Expected May 2027

Master of Science in Analytics — Concentration in Analytical Tools and Computational Data Analytics

Georgia State University

July 2021

B.B.A. in Computer Information Systems — Concentration in Data Analytics and Application Development

CERTIFICATIONS

AWS Certified Cloud Practitioner | Lean Six Sigma Green Belt | SAP Generative AI Developer | SAP Activate Project Manager | SAP Implementation Consultant — End-to-End Business Processes