

Henry Vo

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EDUCATION

W. P. Carey School of Business, Arizona State University, Tempe, AZ

May 2023

Bachelor of Science, Supply Chain Management & Computer Information Systems

- Awards: New American University Scholarship, Dean's Award

PROFESSIONAL EXPERIENCE

Procurement Intern, State Procurement Office, Glendale AZ

October 2021 - Present

- Teamed with experienced contract managers to assure procurement strategy is aligned with the state's program needs.
- Shadowed procurement managers to see how Arizona conducts Request for Proposals (RFP) as well as assisting in the development and execution of negotiation and proposal process.
- Aided the state's procurement portal help desk team with Tier 1 incident tickets to optimize the agency users, suppliers, and customer's experience with the portal. Assisted users with accessing and modifying accounts, as well as general questions asked.

Personal Trainer, EOS Fitness, Glendale AZ

September 2021 - November 2021

- Incorporated training programs tailored to individuals to help with client's fitness goals. Effective programs help members stay loyal to EOS and bring personal satisfaction to clients.
- Helped clients change lifestyles to better health and well being, teaching self-discipline and accountability.

Service Desk Associate, EOS Fitness, Glendale, AZ

June 2019 - August 2021

- Communicated with gym members who came into the facility, utilizing customer service skills to assure their experience is memorable, raising customer satisfaction via surveys sent out to customers.
- Organized operations of EOS's facility, ensuring members had no issues with accounts and using interpersonal communication to resolve any issues gym members had.
- Incorporated sales techniques to sell gym memberships to customers looking to join EOS when no fitness consultant was available, making sure to show how the gym will satisfy their needs for the best price. Increased sales units and revenue.

VOLUNTEER EXPERIENCE

Helper, Vineyard Food Bank, Glendale, AZ

September 2017 - February 2018

- Teamed up with helpers to fill and organize carts with boxes and cans of food to help people in need.
- Utilized organizational skills to confirm each cart had what it needed and what it was not supposed to have, depending on customer's personal needs.

SKILLS & ACTIVITIES

Technical Skills: Photoshop, Microsoft Excel, Microsoft Word, Organizational skills, Communication skills, Basics of Java, Python and SQL

Languages: Vietnamese, English