**Minh Hoang Vu**

M: 647-901-4056 **|** [vu000114@algonquinlive.com](mailto:vu000114@algonquinlive.com)

<https://www.linkedin.com/in/minhhoangvu/> **|** [Minh-HV (Minh) (github.com)](https://github.com/Minh-HV)

**EDUCATION**

[**Computer Programming Diploma**](https://www.algonquincollege.com/sat/program/computer-programming/) **May 2024 - May 2026**

**Algonquin College – Ottawa, ON**

* Dean’s Honours List
* GPA 4.0/4.0
* Selected Coursework: Object-Oriented Programming (Java), Database (SQL), Operating System (Windows, Linux), Web programming (HTML, CSS, JavaScript, PHP), Mobile Graphical Interface Programming, Network Programming.

[**Financial Services Diploma**](https://www.centennialcollege.ca/programs-courses/full-time/financial-services) **Sep 2018 - Dec 2019**

**Centennial College – Toronto, ON**

* Dean’s Honours List | 4 Scholarships
* High Honours | GPA 4.35/4.50

[**Finance and Banking Bachelor**](http://demo.ou.edu.vn/tsen/faculty-of-finance-and-banking) **Sep 2008 - Apr 2012**

**The Open University - Vietnam**

* Dean’s Honours List | 2 Scholarships

**PROGRAM-RELATED SKILLS**

**Programming Language**: Java, Python, HTML/CSS, JavaScript, PHP.

**Operating Systems**: Windows, Ubuntu, Linux.

**Database Management Systems**: PostgreSQL, Microsoft Access, Oracle, MySQL, Microsoft SQL Server, MongoDB.

**Software Tools**: My SQL Workbench, SQL Server Management Studio 20.2, VMWare Workstation, Oracle, XAMPP, Apache, Microsoft Office (Word, Excel, Power Point, Outlook).

**Platforms**: Eclipse, VScode, PyCharm, Intellij IDE, Git, Github.

**SOFT SKILLS**

* Developed strong analytical and critical thinking skills through over 4 years of experience in customer service in financial sector.
* Demonstrated excellent written communication by drafting meeting notes and responding to client inquiries.
* Gained leadership and teamwork experience by collaborating effectively with diverse teams.
* Proven ability to manage time efficiently and meet deadlines in high-pressure environments, while enhancing presentation and problem-solving skills by attending client meetings, addressing concerns, and presenting strategies for proposed plans.

**EXPERIENCE**

**Service Associates Oct 2020 - Present**

**Wagner, Livock & Associates Financial Services Inc. - Kitchener, ON**

* Provided exceptional customer service to existing and prospective clients, addressing inquiries and handling requests professionally while managing client relationships using CRM tools like Salesforce and Sun Life proprietary software.
* Delivered detailed administrative and sales support to advisors and associates, ensuring high-quality service and adherence to regulatory compliance processes.
* Supported advisors' time management by scheduling appointments, crafting client communications, preparing client files, and tracking tasks effectively.
* Maintained regulatory compliance by ensuring adherence to established procedures, contributing to a streamlined and efficient operational workflow.

**Accounting Bookkeeper Jul 2013 - Apr 2018**

**Duy Tan Plastic Corporation - Ho Chi Minh City, Vietnam**

* Recorded and tracked daily bank and cash transactions, reconciled accounts, and maintained general ledgers.
* Examined, processed, and maintained financial records and contracts.
* Established and balanced accounts using the SAP ERP accounting system.
* Administered accounts receivable, verified and recorded financial documents, and processed forms.

**ACADEMIC PROJECTS**

**MyHealthDatabase – Object-Oriented Programming in Java**

* Developed a health tracking system to monitor user data and calculate BMI, with alerts for unhealthy BMI ranges.
* Implemented key MyHealthData system components using Java.
* Performed JUnit testing to ensure system functionality and reliability.

**Personal Portfolio – Web Development**

* Created a personal portfolio website from scratch using HTML, showcasing resume information, academic studies, and professional ambitions while adhering to web development standards and accessibility guidelines.
* Developed a clean, professional layout with interactive content and implemented responsive design for desktop, tablet, and mobile, ensuring cross-device compatibility.
* Validated HTML and CSS for coding standards, demonstrating proficiency in web development and design.

**Tool Rental Management System – Database**

* Developed a comprehensive database schema using SQL Server Management Studio (SSMS) to manage customer, rental, and tool information, enhancing skills in database design and SQL queries while implementing best practices in project management and collaboration.
* Designed user-friendly forms, queries, and reports in Microsoft Access, improving front-end development and user experience design for efficient data handling.
* Implemented an automated system for processing rentals and returns, significantly enhancing efficiency and accuracy in rental line-item management.

**VOLUNTEER AND ACTIVITIES**

* Served as a Voter Assist Terminal Officer for the Toronto Elections in 2018.
* Provided support to underprivileged children as a member of the Ban Tay Am Charity Organization in Vietnam in 2017 and 2018.

**REFERENCES**

* References available upon request.