

PHONG HOANG



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SKILLS

Cloud Computing

- Certify AWS Cloud Practitioner
- Monitor applications health status
- Design effective solutions using architectural computing to build/launch application

EXPERIENCE

AMAZON WAREHOUSE | AMAZON

May 2021-Current

- Assisted coworkers with special projects to learn new tasks while gaining additional responsibilities.
- Received deliveries, scanned packages, and updated orders in the internal database.
- Examined packages and goods for damage and notified vendors of replacement needs.
- Identified safety hazards and notified management to determine the proper resolution of issues.
- Satisfied reporting requirements with timely and accurate logging of daily activities.
- Collaborated with multiple teams to maximum work efficiency, ensuring continuous workflow.

AMAZON LOGISTIC FORCE | AMAZON LOGISTIC FORCE

May 2020-May 2021

- Collaborated with dispatchers and team leads to ensure all deliveries are done efficiently, right, and without any issues.
- Collaborate and provide assistance with other drivers to provide the fastest deliveries.
- Delivered rush merchandise on tight schedules to meet customer targets.
- Handled merchandise in accordance with product handling standards.
- Answered customer questions regarding shipments.

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- Understand the frame of AWS architecture
 - Able to create database storage, enable content delivery and compute powering software
 - Design cost-optimized architectures

Management-

- Kept an organized database with client information on Microsoft Excel
- Experienced with other Microsoft Office applications such as Word and PowerPoint.

Communication-

- Kept constant communication with clients through phone calls, text messages, and emails.
- Bilingual speaker. Fluent in both Vietnamese and English.
- Outgoing and friendly.
- Easy to get along and able to adapt to any situations.

Leadership-

- Lead a team of agents in training on a weekly basis.
 - Organize and maintain leadership with teams across offices in multiple locations.
 - Lead presentations in the weekly meetings where necessary.
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- Inspected and maintained gas, oil, and water levels as well as tires, lights, and brakes.
- Located and selected merchandise to verify against delivery sheet specifications.
- Inspected and maintained vehicle supplies and equipment to ensure vehicles remain in proper working condition.

PATIENT FOOD AND NUTRITION | ORLANDO HEALTH

April 2014-May 2020

- Developed diet needs to meet nutritional requirements for people with special conditions.
- Planned menus and ordered specific foods to meet medical restrictions.
- Reviewed health goals and requirements provided by physicians, nurses, and dieticians to offer balanced, nutritious options for patients.
- Notified registered dietician of individuals identified as high-risk.
- Collaborate with medical staff and other team members to update patient meal programs and public cafeteria menus.
- Worked closely with team members to deliver project requirements, develop solutions, and meet deadlines.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Demonstrated self-reliance by meeting and exceeding workflow.

INSURANCE SERVICE AGENT | WORLD FINANCIAL WORLD/ TRANSAMERICA

Dec 2014- Jan 2020

- Communicated with clients to understand needs and identify the best policies for each case.

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- Handle disputes between team members
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LICENSES

- **Certify Amazon Web Service (AWS) Cloud Practitioner/Solution Architect Associate**
- **Certify Web-Development**
- **Life/Health Insurance 215-License Number : W300943**

- Sold life insurance policies via telephone and assisted other agents with underwriting.
- Collaborated with multiple insurance agents and management to develop marketing strategies and promotions.
- Offered policy guidance and management to promote asset protection.
- Continuously exceeding company sales goals for new policies.
- Provided leadership and training for new agents regarding industry best practices and company policies.
- Researched strengths and weaknesses of competitors to develop strategies for increasing new business.

HALLOWEEN HORROR NIGHT CAST MEMBER | UNIVERSAL STUDIOS

Oct 2014-Nov 2016

- Paid to scares people.
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EDUCATION

BACHELOR OF SCIENCE | 15TH OF DEC, 2017 | UNIVERSITY OF CENTRAL FLORIDA
