

# 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

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- **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.

### CHEF/HOST/SERVER

#### | LITTLE NEW ORLEANS RESTAURANT

April 2011-April 2014

- Train new servers on expectations and procedures
- Maintain a clean, organized working environment
- Respond quickly to customer inquiries
- Monitor kitchen for spills and clean swiftly
- Escort customers to their tables, bringing menus, silverware and water
- Host large parties of five or more
- Develop relationships with regular customers to promote top customer service standards
- Collaborate with coworkers to implement new policies and procedures
- Recommended improvements to plate presentation, receiving high praise from management and improving the customer experience
- Maintain inventory, reordering and restocking supplies
- Contribute to high level of customer satisfaction



**HALLOWEEN HORROR NIGHT CAST  
MEMBER | UNIVERSAL STUDIOS**

Oct 2014-Nov 2016

- Paid to scares people.

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**EDUCATION**

**BACHELOR OF SCIENCE | 15<sup>TH</sup> OF DEC,  
2017 | UNIVERSITY OF CENTRAL  
FLORIDA**

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