

## PHONG HOANG



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[HTTPS://PHONGHOANG100  
.GITHUB.IO/PHONGSITE/](https://phonghoang100.github.io/phongsite/)

## SKILLS

### Cloud Computing

- Monitor applications health status to ensure functionality.
- Design effective solutions using architectural computing

## EXPERIENCE

### IT SOLUTION ARCHITECT | U.S. LAWN

Jan 2022-Current

- Collaborated with multiple department leaders to bring a friendly user-experiences to the website via WordPress.
- Identified bugs and issues that can cause malfunctions on the website
- Performed marketing analytics via Google Profile Manager to drive up leads.
- Overseeing technological projects from conception to product completion and delivery, ensuring to meet technical and end-user demands.
- Maintenance of institutional websites, intranet, web hosting and applications infrastructure supporting marketing and admissions operations.
- Maintain accuracy in applications design, testing, documentation, and implementation to ensure data integrity and functionality
- Maintain site maps and links, search engine index and monitor error logs.
- Focused on researching popular and relevant keywords used in search engine queries, such as Google.com.
- In charge of categorizing over 150+ own businesses in Google Business Profile Manager.
- Track, report, and analyze website analytics and PPC initiatives and campaigns

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to. build/launch  
application

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

#### **WordPress-**

- Custom themes and plugins.
- Design fully responsive websites; includes styling interactive user-friendly interface elements, backend responses and fixing bugs.

#### **Communication-**

- Constant communication with clients through phone calls, text messages, and emails.
  - Excellent Customer Service Skills.
  - Bilingual speaker. Fluent in both Vietnamese and English.
  - Outgoing and friendly.
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### **TEST SCORER | DATA RECOGNITION CORPORATION (DRC)**

April 2022-Current

- Assess each test using a standard set of scoring rules set out by the person, school, or organization administering the test.
- Apply ETS (Educational Testing Service) rubric to grade elementary level writing and reading tests.
- Collaborate with team leads to ensure proper testing grades/scores.
- Weekly reviews of exams to ensure that all grading rubrics are up to date and is correct.
- Secured testing materials to maintain confidentiality and integrity.

### **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 if needed.
- Identified safety hazards and notified management to determine the proper resolution of issues.
- Satisfied reporting requirements with timely and accurate logging of daily activities.



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- Easy to get along and adapt to any situations.
  - Excellent Interpersonal and communication skills.

#### **Leadership-**

- Organize and maintain leadership with teams across offices in multiple locations.
- Lead presentations in the weekly meetings.
- Handle disputes.
- Attention to details and my surrounding.

#### **Microsoft Office -**

- Outlook, Word, and Excel

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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**

- 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.
- 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.
- 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





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

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