

An Truong

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SKILLS & TOOLS

Automation & AI Tools: Zapier, Make, n8n, Notion Automations, AI workflow optimization

Operations & Workflow: Project Management (Jira, Asana, Trello), Salesforce, Figma, Airtable, Excel/Google Sheets, SOP creation, Agile/Scrum

Technical Languages & Tools: HTML, JavaScript, CSS, React, Java, Git, GitHub Copilot, VS Code

WORK EXPERIENCE

Head of Operations & Growth

Nov 2025 – Present

HomePlate Health, Inc., *Remote*

- **Owned end-to-end operations** for an early-stage food startup, building scalable systems across ordering, fulfillment, logistics, and customer experience from zero to launch.
- Documented and iterated core workflows and SOPs using AI-assisted tools to drive clarity and cross-functional alignment.
- **Reduced projected manual order handling by ~40%** by defining scalable order workflows and automated handoffs pre-launch.
- Partnered closely with the CEO to identify bottlenecks, streamline execution, and support customer acquisition, managing day-to-day execution and prioritization.

Solutions Engineer

Jun 2023 – Nov 2025

Deloitte Consulting, *Remote*

- Led improvements for client's digital services, coordinating between design, development, and QA to create more intuitive and accessible customer-facing platforms.
- **Streamlined developer training** and accessibility compliance processes, **reducing Jira defect rate** while enhancing usability for a wider range of users.
- Managed end-to-end execution for a 3-person engineering team, owning code review approvals, and cross-functional planning with design and engineering to resolve tradeoffs and meet delivery timelines

Founder & Operations Manager

Jan 2023 – Aug 2023

Lunar Tea, *Annandale, VA*

- Launched and operated a boba beverage business from concept to profitability, owning vendor management, inventory planning, pricing, and local marketing.
- **Increased revenue by \$2.2K in 8 months as a sole proprietor** through data-driven pricing, supply chain optimization, and targeted customer engagement.
- Built lightweight automation to track financials, cash flow, and expenses, improving real-time visibility and day-to-day decision-making.
- Optimized staffing, training, and scheduling using automated systems to track orders, inventory, and vendor communications, ensuring consistent service quality in high-volume markets.

EDUCATION

Bachelor of Science in Computer Science

Aug 2021 - May 2024

Virginia Polytechnic Institute of Technology

Blacksburg, VA

PROJECTS

Computer Vision Parking Detection Mobile App (HokiePark)

Jan 2024 – May 2024

- Led end to end development of a cross platform computer vision parking mobile app, owning product and cross functional execution, and delivered the project to win 1st place in both Capstone and Industry tracks at the Virginia Tech CS Undergraduate Research Symposium.