

An Truong

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SKILLS & TOOLS

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

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 – Feb 2026

HomePlate Health, Inc., *Remote*

- Owned end-to-end pre-launch operations for an early-stage food startup, defining and documenting core workflows across ordering, fulfillment, and customer experience using Figma and AI-assisted tools
- Designed and coded a customer intake flow from scratch to live deployment in under 2 weeks using Shopify (Liquid, HTML, CSS, JavaScript) and AI-assisted development tools including Cursor
- Authored a partnership proposal and SOW for 2 external partners, aligning 6 stakeholders to define operational terms and integration requirements for a potential strategic partnership

Solutions Engineer

Jun 2023 – Nov 2025

Deloitte Consulting, *Remote*

- Drove end-to-end delivery for a large-scale government digital services platform, coordinating across design, engineering, and QA to align priorities and ship accessible, user-facing products on schedule
- Owned cross-functional planning and stakeholder coordination for a 3-person engineering team, bridging technical execution and product requirements
- Reduced defect rate by 40% by redesigning developer onboarding and compliance workflows, improving team efficiency and platform usability at scale
- Presented development updates and technical proposals to client stakeholders in monthly reviews, translating complex engineering concepts for non-technical audiences

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, ensuring consistent service quality during high-volume periods

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.