

An Truong

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SKILLS & TOOLS

Automation & AI Tools: Zapier, Make (Integromat), Notion Automations, AI workflow optimization

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

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

WORK EXPERIENCE

Solutions Engineer

Jun 2023 – Present

Deloitte Consulting LLP, *Arlington, VA*

- Led operational improvements for client's digital services, coordinating between design, development, and testing teams to create more intuitive and accessible customer-facing platforms.
- Streamlined developer training and accessibility compliance, **reducing Jira defect tickets by 30%** while enhancing usability for a wider range of users.
- Leveraged AI-powered tools and workflow automation to manage backlog input, generate reports, and optimize repetitive processes, reducing manual work, ensuring real-time data synchronization, and **saving 5+ hours per week**.
- Applied AI insights to identify bottlenecks and improve project workflows, enabling faster decision-making and more consistent operational outcomes across teams.

Founder & Operations Manager

Jan 2023 – Aug 2023

Lunar Tea, *Annapondale, VA*

- Launched and scaled a boba beverage business from concept to profitability, overseeing operations, vendor management, inventory planning, and marketing.
- **Increased revenue by \$2.2K in 8 months** through data-driven pricing, supply chain optimization, and targeted customer engagement.
- Implemented AI-powered and workflow automation tools to track financials, monitor cash flow, and streamline expense reporting, improving real-time visibility and operational 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.

Lab Assistant

Aug 2022 – May 2024

FRITH Engineering Lab, *Blacksburg, VA*

- Managed day-to-day operations for a university engineering lab, optimizing resource allocation and workflow efficiency for 15+ students daily.
- Streamlined the student sign-in/out process by designing an automated kiosk with ID scanning and nametag printing, coupled with a strike-based enforcement, **reducing sign-out noncompliance from 15% → 2%**.

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 development of a cross-platform mobile app providing real-time parking availability, managing design, development, testing, and product roadmap.
- Coordinated cross-functional workflows and delivered the project on time, winning 1st place in Capstone and Industry tracks at Virginia Tech Undergraduate Research in CS Symposium.