

Hoang Phuong Anh Ho

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Objective

Computer Science graduate with 3+ years in customer-facing and operational roles at a 120+ seats restaurant. Skilled in communication, digital tools, and task coordination. Pursuing Google Project Management and Data Analytics certificates. Seeking a role to support operations, scheduling, and data tracking with strong organizational and technical skills

Core Skills

Customer Service & Communication

- Provide empathetic, efficient service in high-volume settings
- Experienced in phone and email communication
- Skilled in managing difficult situations with professionalism and patience

Administrative Support & Office Tools

- Document preparation, email handling, call support, scheduling
- Strong Microsoft Office skills: Excel (tables/formulas), Word, PowerPoint
- Experience with Bitrix24, Trello, Google Calendar, Google Drive, and file/document control

Tech & Digital Skills

- POS troubleshooting, web tech (HTML, CSS)
- Programming: Java, C++, Python, SQL, Bash
- Basic networking (PC assembly, IP setup, Cisco Packet Tracer)

Education

Langara College | Diploma of Computer Science

Graduated Dec 2024

Relevant courses:

- **Business Computer Applications** – Proficient in Microsoft Word, Excel (including pivot tables), and PowerPoint for professional business use
- **Business Presentation Skills** – Delivered clear, engaging presentations; selected by instructor to represent class in a business presentation contest
- **Interpersonal Communication** – Strengthened verbal/written communication and teamwork
- Additional: Management Information Systems, Database Systems, Object-Oriented Computing, Web Development

Google Professional Project Manager Certificate

In Progress

Related concepts: Projects life circle, Risk Management, Project planning and scheduling, Knowledge about Methodologies (Waterfall, Agile, Lean Six Sigma), Calculating ROI, SMART method, triple constraint triangle

Google Professional Data Analyst Certificate

In Progress

Related concepts: Data lifecycle, Structured vs Unstructured data, Data-driven decision making, Analytical thinking, SMART questions, Data ethics and bias, Stakeholder communication, Introduction to tools

Work Experiences

Pho 37 | Head Server

2022 - present

- Delivered customer service that earned positive reviews on Google
- Contribute in \$20,000+ daily sales: cash reconciliation, daily reports and transaction accuracy
- Resolved online order/payment issues and guided customers via phone
- Ordered and maintained 10+ supply categories
- Trained new staff and provided on-shift coaching
- Communicated effectively with customers, explaining processes and resolving concerns

Private Event | Wedding Coordination Assistant (40 Guests)

February 2025

- Assisted with event logistics for a 40-guest wedding, including setup and scheduling
- Helped communicate with vendors and guests to address issues and ensure smooth operations
- Developed strong organizational and multitasking skills in a fast-paced setting

No Frills | Cashier

2021

- Handled 100+ customer transactions per shift in a fast-paced, team environment

Volunteer Experiences

BridgesPro | Web Developer- Digital Strategy

June, 2025 - present

- Conducted website audit to assess information architecture, usability, and system functionality
- Developed wireframes and a high-level sitemap to guide platform structure and user flow
- Used **Bitrix24** for task management and team communication with project coordinator and design volunteers
- Monitored project deadlines by reviewing and following **Gantt charts**, ensuring tasks stayed on schedule
- Evaluated and recommended digital tools (CMS, analytics, email platforms) to optimize performance
- Participated in sprint planning, weekly stand-ups, and stakeholder updates to ensure alignment with project goals

Information Ambassador

RBC Race for the Kids 2025, Vancouver

- Supported over 300 participants by providing clear information on event flow, schedules, and locations
- Resolved participant inquiries and issues promptly using strong communication and problem-solving skills
- Helped distribute event kits, ensuring accurate and efficient package delivery
- Managed high-traffic kit pick-up areas to ensure smooth, efficient distribution during peak times
- Assisted with registration and donation forms, maintaining data accuracy and participant satisfaction
- Managed tracking and distribution of bonus items for \$50+ and \$200+ donors
- Worked closely with a different volunteer team to deliver a positive race-day experience

Project & Technical Experience

IT Solution Proposal | Team Lead

- Led a 4-person team through a semester-long business systems proposal project for Able Sister Bakery
- Managed scheduling, assigned tasks based on team strengths, and facilitated collaboration
- Created Gantt charts to track team task progress and visualize deadlines
- Researched and recommended ERP and CRM systems with needs analysis and budget planning
- Achieved 3rd place among all teams in the class/project competition

Resume Website Project | Solo |

<https://abbeyisme.github.io/abbeyisme/>

- Planned, designed and launched resume website 3 days ahead of schedule, demonstrating strong responsibility to finish project on time
- Created a professional online portfolio using HTML/CSS and GitHub, scored 91/100 on performance metrics demonstrating fast load times and good usability

Doggy7 Marketing Plan | Team Lead

- Directed a marketing and business strategy project targeting Gen X dog owners in Vancouver
- Oversaw team coordination, research, pricing, and promotional planning
- Emphasized clear documentation, scheduling, and presentation of findings

CBRE Project Management Job Simulation – Forage

- Completed project initiation: reviewed plans, created Gantt chart, and assessed risks

Additional Technical Projects:

Completed various coding and technical projects including data analysis for business insights, home network simulation, typing speed test web app, Unix shell scripting, and interactive browser animations, demonstrating strong problem-solving and programming skills

Soft Skills & Abilities

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| • Technical Troubleshooting & Problem-Solving | • Strong Organizational & Time Management Skills |
| • Strong Communication (Verbal & Written) | • Ability to Work Independently & in Teams |
| | • 46 WPM Typing Speed |