

# Hoang Phuong Anh Ho

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## Objective

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Computer Science graduate with 3+ years of experience in customer-facing and operational roles in a high-volume restaurant with 120+ seats. Known for professional approach and the ability to build strong relationships with customers and teams. Skilled in communication, digital tools, and task coordination. Currently pursuing the Google Project Management Certificate and seeking a role where I can support operations, scheduling, and data tracking using my strong organizational and technical skills

## Core Skills

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### Customer Service & Communication

- Provide empathetic, efficient service in high-volume settings
- Comfortable with phone/email communication, client-facing roles
- 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 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

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### 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** – Developed strong written and verbal communication through active listening, teamwork, and peer feedback activities
- 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

## Work Experiences

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### Pho 37 | Server

2022 - present

- Delivered customer service that earned positive reviews on Google
- Contribute in \$20,000+ daily sales: cash reconciliation, transaction accuracy
- Created daily reports for cash flow and sales summaries
- 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

- Assisted 100+ customers per shift with purchases, transactions, and product inquiries
- Worked in a fast-paced, team-oriented environment

## Volunteer

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### Event Kit Distribution

RBC Race for the Kids 2025, Vancouver

- Coordinated event kit distribution for 300+ of participants, ensuring accurate fulfillment based on registration records
- Communicated with attendees and volunteers to answer pre-event inquiries on logistics, preparation, and parking
- Maintained organized records and streamlined pickup flow to minimize wait times and confusion
- Managed reward allocation for donors contributing \$50+ and \$200+, including tracking and distribution of bonus items
- Collaborated with event staff and volunteers to troubleshoot issues and ensure a smooth participant experience

### Event Support

Vancouver Heritage Discovery Day 2025

- Guided visitors through heritage properties, providing accurate information about each home's history, architectural features, and unique characteristics
- Directed foot traffic and ensured visitors followed designated routes to maintain flow and preserve property integrity
- Monitored and controlled the number of people entering each home to meet safety and capacity guidelines
- Served as a knowledgeable point of contact for questions about the house and the event overall, enhancing the visitor experience

- Collaborated with homeowners and fellow volunteers to ensure smooth operation during high-traffic periods

## Project & Technical Experience

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### 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
- Researched and recommended ERP and CRM systems to improve operations, with a full needs analysis and budget plan

### 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

### Data Analysis

- Analyzed Mario's Coffee sales data for business insights and proposed actionable solutions using Excel

### CBRE Project Management Job Simulation – Forage

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

### Home Network Simulation

- Designed and configured a smart home network using Cisco Packet Tracer
- Set up routers, IP addressing, and network security to allow remote control of devices (garage doors, fans, air conditioning) using a laptop or phone

### QuickKey – Typing Speed Test Website

- Developed a website that allows users to test their typing speed and stores results in a database. Designed a ranking system to compare user performance
- Implemented server-side data storage and retrieval to display leaderboards dynamically

### Unix Shell Scripting

- Developed scripts using loops and conditionals to search files, extract and append data, analyze logs, manage files and build a web crawler for keyword tracking

### JavaScript Browser Animation

- Created an interactive web animation with event handling

## 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                            |