Hoang Phuong Anh Ho

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Objective

Computer Science graduate with experience in customer service and operations. Skilled in organization, communication, and digital tools. Currently pursuing Google Project Management certification to strengthen my ability to support project planning and coordination

Core Skills

- Project planning & scheduling (Gantt charts, timelines)
- Administrative & documentation support
- Budget & expense tracking (Expensify)
- Risk identification & task follow-up
- Strong Communication
- Team coordination & meeting support
- MS Excel (formulas, pivot tables), Word, PowerPoint
- Trello, Agendrix, Bitrix24, Google Workspace

Education

Langara College	Diploma of Computer Science	Graduated Mar 2025
University of Fraser Valley	Bachelor of Information System	In Progress
Google Professional Project Manager Certificate	In Progress

Project & Volunteer Experience

BridgesPro Connect | Volunteer, 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 communication with project coordinator and design volunteers
- Monitored project deadlines using Gantt charts to keep tasks on schedule
- Evaluated and recommended digital tools to optimize performance
- Participated in planning and stakeholder updates to ensure alignment with project goals

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

CBRE Project Management Job Simulation – Forage
- Completed project initiation: reviewed plans, created Gantt chart, and assessed risks

Work Experiences

Pho 37 | Team Lead – Service & Operations   **2022 - present**
- Coordinated shift operations in a high-volume restaurant with $20K+ daily revenue
- Used **Expensify** to log purchases, upload receipts, and support financial tracking
- Managed supply orders across 10+ categories; tracked vendor expenses and delivery status
- Resolved POS and online transaction issues; liaised with third-party platforms
- Trained and supervised new team members; ensured consistent service execution
- Communicated efficiently across teams and with customers under pressure

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

Soft Skills & Abilities

- Agile & Waterfall basics
- Technical Troubleshooting & Problem-Solving
- Strong Communication (Verbal & Writing)
- Strong Organizational & Time Management Skills
- Ability to Work Independently & in Team
- 46 WPM Typing Speed