Hoang Phuong Anh Ho

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Objective

Computer Science graduate with 3+ years of experience in customer-facing and operational roles at a high-volume restaurant (150+ seats). Skilled in task coordination, communication, and leveraging digital tools for process improvement. Currently pursuing Google Project Management and Data Analytics certifications. Seeking a position to apply my organizational, scheduling, and data tracking skills to support project operations and team efficiency

Core Skills

Administrative Support & Office Tools
- Document preparation, email handling, stakeholder communication, 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
- Programming: Python, Java, C++, SQL, Bash
- Tools: Expensify, GitHub, Cisco Packet Tracer
- Web: HTML/CSS, website audits, UX/UI wireframes
- Data: Excel (pivot tables, formulas), basic data visualization

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

Education

Langara College | Diploma of Computer Science   **Graduated Dec 2024**

Relevant Courses: Management Info Systems, Database Systems, Web Development, Business Presentations, Communication

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

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

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

Volunteer Experiences

BridgesPro Connect | 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

Soft Skills & Abilities

- Agile/Waterfall basics
- Expensify
- Technical Troubleshooting & Problem-Solving
- Strong Communication (Verbal & Written)

- Strong Organizational & Time Management Skills
- Ability to Work Independently & in Teams
- 46 WPM Typing Speed