

# Hoang Phuong Anh Ho

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## Objective

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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

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### 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 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** – 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

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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, 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

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### 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

### Event Support

Vancouver Heritage Discovery Day 2025

- Guided visitors through heritage homes, sharing key history and architectural details
- Monitored and controlled the number of people entering each home to meet safety and capacity guidelines
- Acted as a key contact for house and event questions, improving visitor experience
- Worked with homeowners and volunteers to ensure smooth operations 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

- 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                            |