

# Benjamin Ngo

 Metro Vancouver, BC

 [linkedin.com/in/ngobenjamin](https://www.linkedin.com/in/ngobenjamin)

 [benjamin.ngo@zoho.com](mailto:benjamin.ngo@zoho.com)

## Intro

Welcome to my Business Portfolio!

The following consist of authorized or personal samples of my non-confidential work.

If interested, feel free to contact me to discuss potential opportunities.

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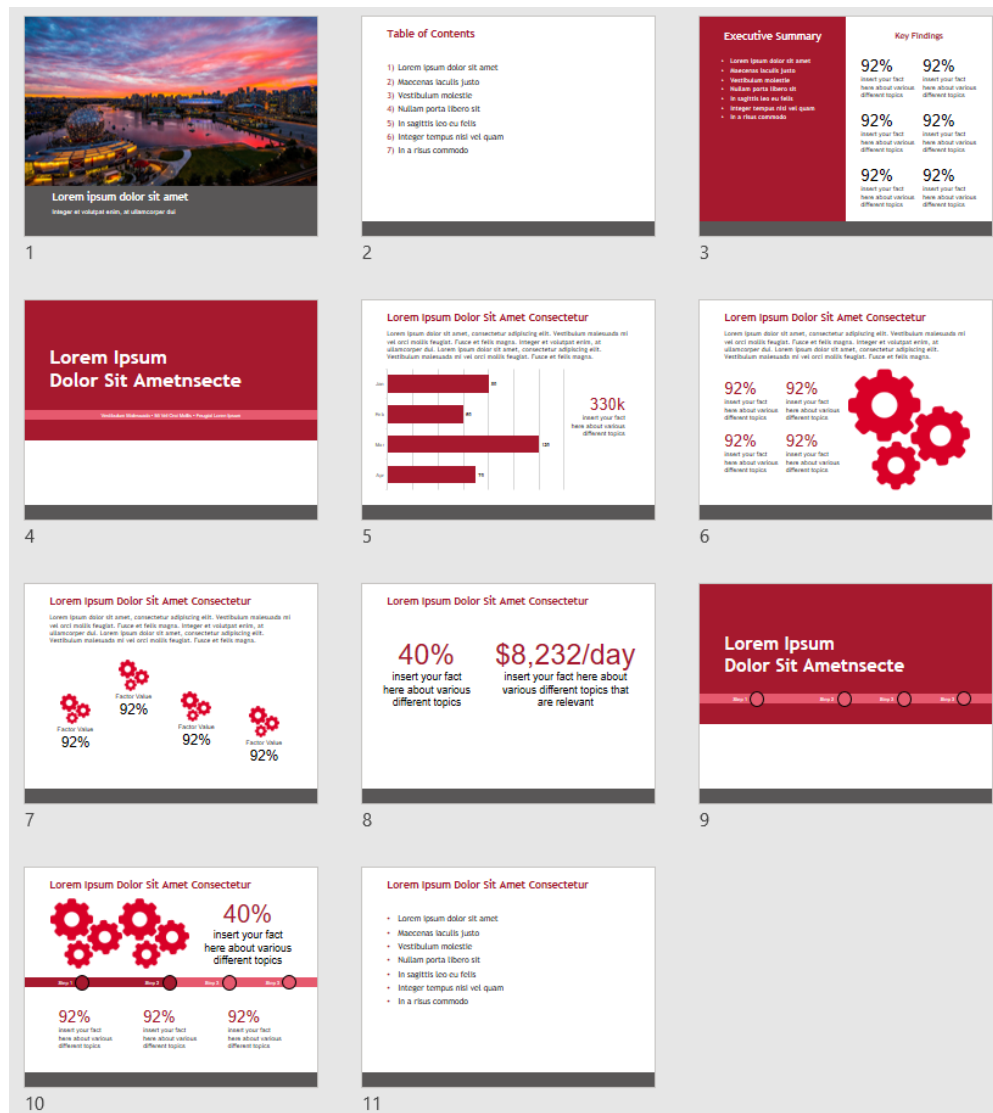
## Presentations

My presentation slides are simple and visual.

Information is presented as graphs, bullets, or short statistics. Slides have comfortable white space and relevant icons.

Organizational branding is important. Company templates and colours are used when available.

The following is a partial slide template I designed. The presentation aspect ratio was chosen to match the existing organizational equipment.



## Reports

My reports are concise and easy to read.

Information may be summarized with graphs or bullets. Reports are organized into relevant sections such as decision options, recommendations, and reference tables.

Organizational branding is important. Company templates and colours are used when available.

The following is a genericized example from one of my reports. My reports are customized to meet the needs of the audience.





## Automations

I am experienced with software development, low-code automations, spreadsheet scripting, and everything in between.

I balance performance and time to delivery. For potential solutions, it helps to step through user requirements, edge cases, and resource constraints. Error handling is important as well.

The following is from one of my GitHub repos. This function retrieves the latest git branch for later use. The rest of my source code can be reviewed at

<https://github.com/benjamin-ngo/salesforce-easy-checks>

```
→   github.com/benjamin-ngo/salesforce-easy-checks/blob/main/scripts/lint.sh

38 # @description Gets the latest changes for the specified branch.
39 # @param {1} The name of the git branch to fetch from.
40 fetchBranch () {
41     # Quits if the branch name is not valid.
42     local branch_to_check="$*"
43     quitIfBranchNameNotValid "${branch_to_check}"
44
45     local message_fetching_now="Fetching latest \"${branch_to_check}\" branch..."
46     displayMessage "${message_fetching_now}"
47     echo ""
48
49     # Empty file ensures git stash works if there are no unsaved changes in the repo.
50     local git_stash_file=".lintsh_gitstash.txt"
51     local error_stash_or_fetch="Error with saving working directory or retrieving Git branches."
52     touch "${git_stash_file}" || displayErrorAndQuit "${error_stash_or_fetch}"
53
54     local stash_message="Working directory before ./scripts/lint.sh"
55     local is_stash_successful=1
56     local is_function_successful=0
57     {
58         git stash push --include-untracked --message "${stash_message}" &&
59         is_stash_successful=$? &&
60         git fetch --no-tags --depth=1 origin "${branch_to_check}" &&
61         git checkout "${branch_to_check}" &&
62         git checkout "@{-1}"
63     } ||
64     {
65         is_function_successful=1
66     }
67
68     # Restores the working directory back to its original state.
69     if [ "${is_stash_successful}" -eq "0" ]; then
70         git stash pop
71     fi
72     rm "${git_stash_file}"
73     echo ""
74     if [ "${is_function_successful}" -eq "1" ]; then
75         displayErrorAndQuit "${error_stash_or_fetch}"
76     fi
77 }
```

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## Events

My events are well-executed and deliver on company goals.

I have organized and run many events including discovery sessions, training seminars, and team-building workshops.

Successful events come from diligent planning, good logistics, and calm flexibility. It helps to test AV equipment, check the internet connection, prepare backup files, and such.

The following are authorized pictures from two events I managed. The first is from a team-building workshop for an employer. The second picture is from an inter-university tournament.



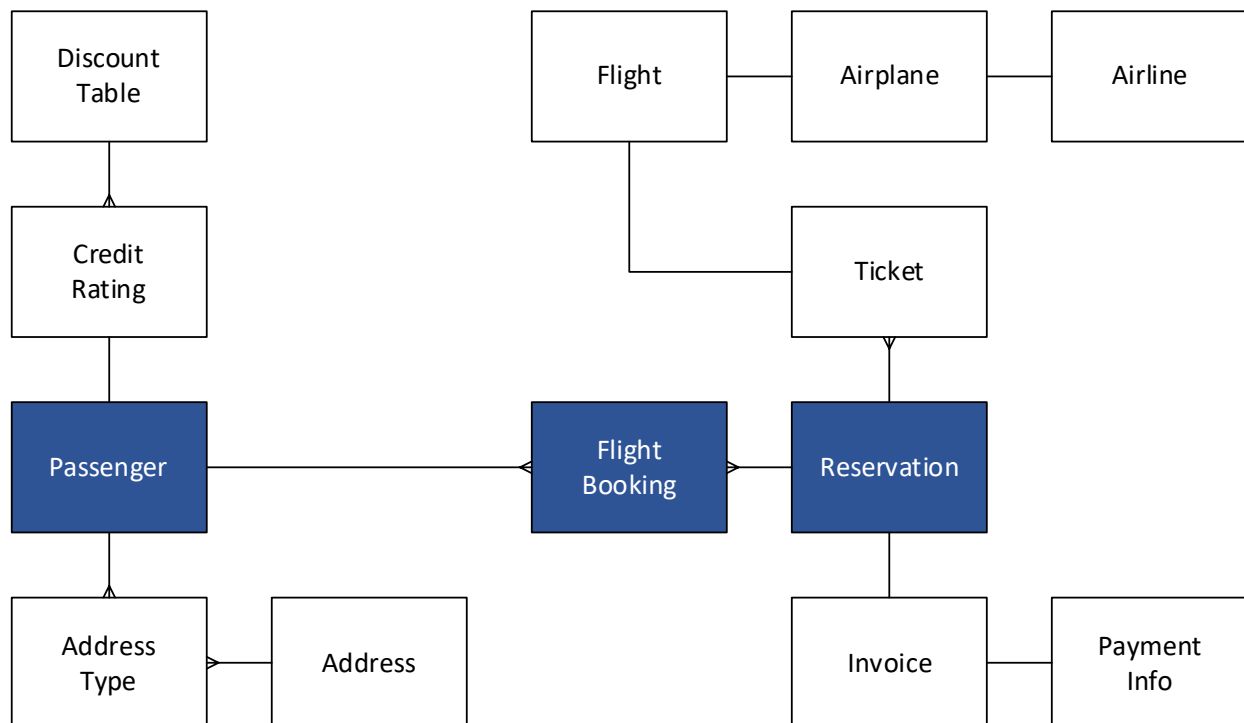
## Database Diagrams

My database diagrams promote readability and understanding.

My diagrams help stakeholders discuss use cases and requirements. Technical staff can use my diagrams to iterate over edge cases, scalability decisions, and such.

Many IDEs can create diagrams. For manual diagrams, I am experienced with Lucidchart, Visio, and whiteboards.

The following is an ER Diagram that I submitted for a simplified air travel booking system.



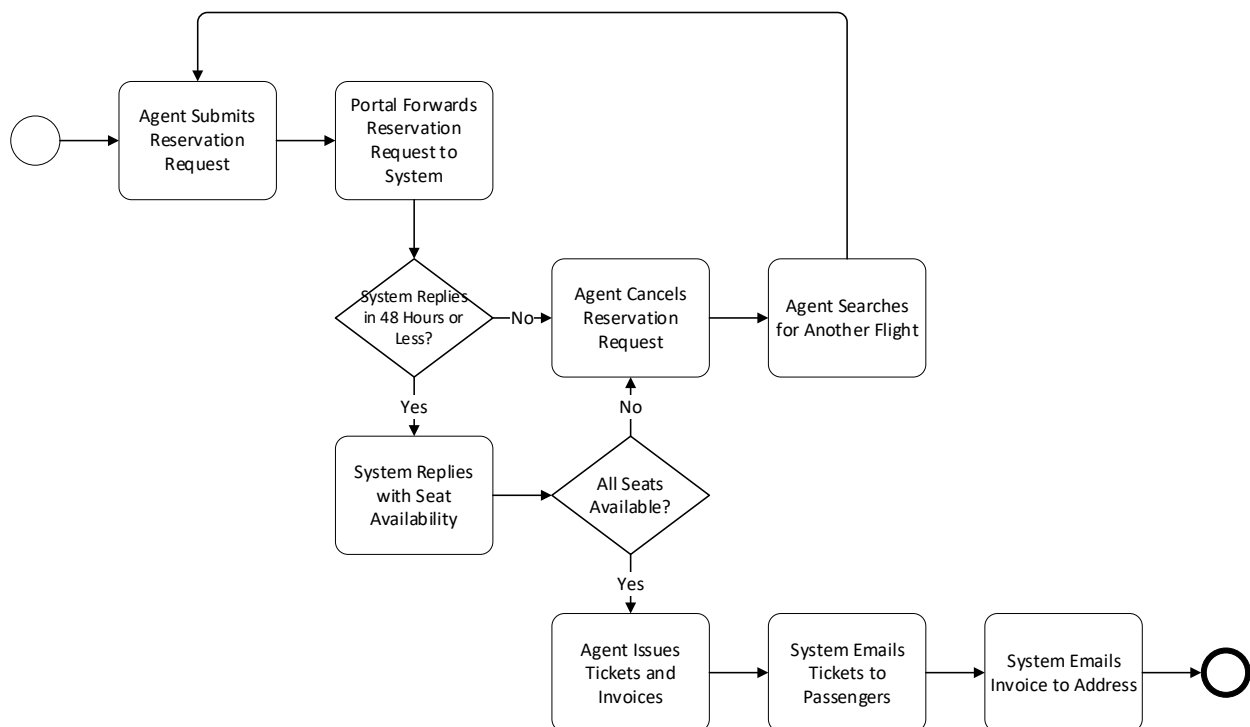
## Business Diagrams

My business diagrams are straightforward and stimulate understanding.

For staff training, I may use swimlane diagrams to emphasize roles and process handovers.  
For workflow analysis, process diagrams help encourage discussions on pain points, bottlenecks, and edge cases.

I am experienced with Lucidchart, Visio, and whiteboards.

The following is a process diagram I submitted for a simplified air travel booking process.



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✉️ [benjamin.ngo@zoho.com](mailto:benjamin.ngo@zoho.com)

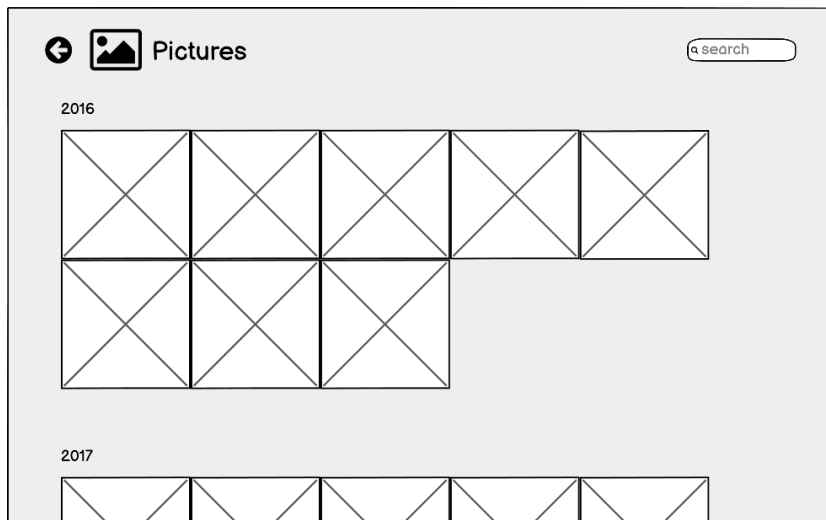
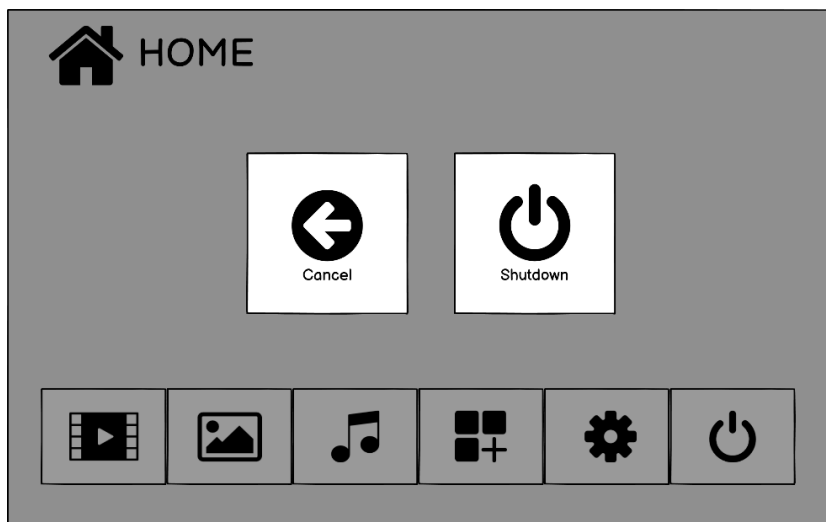
## Mockups

My mockups stimulate insightful discussions into actionable feedback.

Low-fidelity wireframes promote discussions about workflows and pain points. These discussions help iterate the user experience and lead to happier stakeholders.

I am experienced with Figma, Balsamiq, Visio, Photoshop, and more.

The following are low-fidelity wireframes I designed for the user interfaces of media players.





## Emails

My task-oriented messages are concise.

Task-oriented messages may be organized in the “greeting → context → call-to-action” format to promote easy reading. Screenshots and links are included for easy context.

My concise writing style has been adapted to other formats such as knowledge base articles, technical documentation, and ticket comments.

The following is a genericized version of a mass email I wrote for an employer:

**Subject:** Feedback Survey – Please Respond by July 1 2025

**Date:** June 14, 2025

Good morning!

The Team is seeking your feedback to improve the usability of *ABC*.

The survey has 6 questions. It should take about 8 minutes to complete.

All responses will be kept anonymous and confidential.

**When ready, please complete the survey at** <https://www.example.com/survey>

The survey will be available until July 1, 2025 @ 1:00 PM PT.

For questions, feel free to contact The Team via the contact info below.

Thank you,  
The Team

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## Photos

I am experienced with shooting photos for business use.

Some moments I captured include public speeches, award ceremonies, and charity auctions.

Other photos, such as whiteboard diagrams or flipchart notes, help support documentation.

The following are two photos from my personal collection. The first photo is from a local provincial park. The second photo is from overseas travel in Asia.

