

Phuong-Cat Ngo

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EXPERIENCE

Web Administrator

February 2023 - Present

HER Sports | Troy, Virginia

- Manage and update the website's content, including text, images, videos, and other multimedia assets
- Manage website's user accounts, including creating new accounts, managing permissions, and resetting passwords

Machine Learning Data Associate II

October 2022 - Present

Amazon | Sterling Heights, MI

Performed root cause analysis using basic data analysis in Excel and SQL on annotations to identify opportunities and performed annotations to monitor and train machine learning models across the Customer Engagement Technology organization

Key Accomplishments:

- Developed an in-house tool to help associate work experience
- Successfully peer-mentored three associates from initial onboarding to \$5k permissions

Coding Instructor

August 2022 - September 2022

iCode Troy | Troy, MI

- Familiarized and became proficient in PHP, MySQL, JavaScript, Python, Java, and C++ to develop a rich class curriculum

Clinical Robot Associate

June 2022 - July 2022

Diligent Robotics | Pontiac, MI

- Monitored mobile service robots while troubleshooting issues, documenting processes, and developing reference implementations
- Supported technical team in deployment of activities to ensure a smooth go-live of new processes, products, and systems

Patient Care Technician

May 2021 - May 2022

University of Michigan | Ann Arbor, MI

- Awarded the Making a Difference award for using empathy, best practices, and collaborative skills

Data Assistant

January 2019 - March 2021

Trupanion | Seattle, WA

- Made outbound calls to verify or gather information on claims and managed a large load of claims on a daily basis

Student Manager, Tech Consultant

August 2016 - December 2017

University of Michigan | Ann Arbor, MI

- Repaired card readers, point-of-sale devices, audio/video equipment, computers, and electronics

EDUCATION

FlatIron School | Amazon Career Choice: Software Development

Expected October 2023

Udacity | Java Programming Basics

April 2022

University of Michigan | Bachelor of Science in Information Science

December 2017

- GPA: 3.6/4.0

SKILLS

Java | JQuery | HTML/CSS | JavaScript | UX | Object-Oriented Design | C++ | LINUX | Kotlin | Python | SQL