

David Vo

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SKILLS & ABILITIES

- Technical
 - Experience: Java, HTML, JavaScript, CSS, bootstrap, NodeJS, jQuery
 - Software: Microsoft Office (Word, Excel, PowerPoint, Outlook), Eclipse, MS Visual Studio, Visual Studio Code
- Proficient Communication, Problem Solving, Customer Service, Organizational Skill, Detail Oriented, Data Entry, Time Management, Teamwork, Flexibility, Self-Management, Leadership.

WORK EXPERIENCE

Account Resolution Specialist

Wells Fargo – Minneapolis, MN

March 2017- Present

- Oversee home mortgage account on early to late stage of delinquency.
- Collaborate and assist with customer on making decision on curing the account.
- Provided detailed information, documented customer questions and escalated appropriately.
- Collaborate projects and mentor new trainees to new position.

Customer Service Advisor

Walgreens - Eden Prairie, MN

August 2016-March 2017

- Operated cash register to process payment transactions, maintain knowledge and promote sale promotions and merchandise.
- Facilitated weekly and monthly physical inventory counts.

Assistant Manager

Richfield Tailors - Richfield, MN

March 2007- June 2015

- Assist owner regard scheduling detail, prices check, and supplies management.
- Operated and maintenance store sale software.
- Implement and maintain development best practices.

ADDITIONAL ACTIVITIES

- Member, VSAM Student Organization, University of Minnesota. Sep 2011-Present
- Member, ACM Student Organization, University of Minnesota. Sep 2011-Present

EDUCATION

University of Minnesota-Twin Cities, Minneapolis, MN

Bachelor of Art: Computer Science

COURSE PROJECT

Software Design Project: Paint program for digital artists, and medical expertise

University of Minnesota

- Work in team environment to design tools that use in Painting program in C++.
- Experienced working with UML diagram, make file, and Model-view-controller (MVC).
- Analyzed image data formats and image processing.

VOLUNTEER EXPERIENCE

Lab assistant

PPL Learning Center, Minneapolis, MN

- Assisted adults in finding jobs, filling out application for housing, job, and email register.
- Processed orientation of lab rules to newcomers, and created flyers for programs and events.
- Performed troubleshooting and problem solving of hardware and software issue.