

DUC-HOANG DO
ddhoang@uw.edu
(206)-669-9740

CORE COMPETENCIES

· Trilingual · Customer Relationship Management · Teamwork · Communication · Problem Solving ·
Adaptability · Independent · Data Management · Creative Thinking · Detail-Oriented · Training & Development
· Proficient in HTML, CSS, JavaScript, jQuery, Bootstrap, Materialize ·

PROFESSIONAL EXPERIENCE

ESCALATED REGIONAL SPECIALIST
FRENCH CUSTOMER SUPPORT
Blueprint Technologies - Bellevue, WA

February 2017 - Present
November 2016 - February 2017

- Specialized in handling out of scope account issues outside of training and protocol
- Serve as first point of contact for French account issues
- Review and submit edit suggestions for knowledge base articles for lower tier agents
- Monitor French agents' performance and notate areas of improvement
- Provide training and mentorship for new hires

STUDENT DINING STAFF
UW Housing and Food Services - Seattle, WA

November 2014 - August 2016

- Provided sales and services to clients
- Trained and supervised staff

ASSISTANT COORDINATOR
La Folie du Bébé - Avelais, Belgium

June 2014 - September 2014

- Provided assistance to the chief coordinator
- Organized files and collected data
- Analyzed data for errors
- Maintained data entry requirements by following policy and procedures

ADMINISTRATIVE ASSISTANT
Lenco - Brussels, Belgium

June 2012 - September 2012

- Provided assistance to the marketing director with meeting daily task routines
- Organized and managed calendar/schedule
- Researched and updated incomplete leads in database

EDUCATION

UNIVERSITY OF WASHINGTON
Seattle, WA

- Full-Stack Web Developer Bootcamp

November 2019 - May 2020

- Bachelor's of Arts in Communication
- Bachelor's of Arts in International Studies : Asia

June 2016