

# ANNA DO

682-256-2445 | anh.c.do@tcu.edu  
<https://www.linkedin.com/in/anhcd0/>  
Portfolio: <https://annado.netlify.app/>

## EDUCATION

<b>Texas Christian University</b> , Neeley School of Business	Fort Worth, TX
Business Information Systems BBA	May 2026
Honors: John V. Roach Honors College, Dean's Honor List.	GPA: 3.98
<i>Relevant Coursework:</i>	
• Business Information Systems	• Statistical Analysis
• Supply Chain Management	• Introduction to Accounting
• Organizational Management	• Systems Planning and Process Analysis
	• Data Management
	• Global Business and Ethics
	• Cybersecurity

## SKILLS AND CERTIFICATIONS

*Technical:* Java, Python, Linux, SQL, Alteryx, Tableau, Power BI, Zoom, Slack, MS Visio, MS Project, MS Teams.

*Certifications:* Microsoft Office Specialist Certification – Excel and PowerPoint, TESOL (in progress).

*Frameworks:* Agile, Scrum, Lean, Design Thinking, Systems Thinking, SWOT, CAGE, MECE.

## WORK EXPERIENCE

<b>Texas Christian University Information Technology</b> , Fort Worth, Texas	05/2023 – Present
<i>Frontline Information Technology Intern</i>	
• Deliver comprehensive technical support to over 50 end-users weekly through in-person assistance, phone calls, and chats, ensuring a seamless user experience.	
• Document and track user interactions using the Cherwell ticketing system, generating detailed reports and escalating unresolved issues to professional consultants for prompt resolution.	
• Diagnose and resolve 95% of technical issues including Microsoft Office 365, account management, network, and remote access.	
<b>Texas Christian University Unions</b> , Fort Worth, Texas	05/2023 – 08/2023
<i>Information Desk Assistant</i>	
• Welcomed an average of 10 visitors daily, offering assistance and information to enhance their campus experience.	
• Utilized organizational tools to log and manage events, optimizing record-keeping processes for facility planning.	
• Collaborated with other staff and higher-ups to enforce policies and maintain a safe, professional environment, applying communication and problem-solving skills to address visitor concerns effectively.	

## ACADEMIC PROJECTS

<b>Healthcare Analytics Capstone Project</b>	08/2025 – 12/2025
• Contributed to a real-world healthcare analytics engagement, focused on improving data quality and analytics readiness across multiple operational data sources.	
• Designed and implemented Python-based data cleaning and standardization workflows to transform fragmented raw exports into structured, analytics-ready datasets.	
<b>Business Intelligence and Data Management Project</b>	08/2024 – 12/2024
• Coordinated within a 4-member team to review and optimize the AdventureWorks 2017 database schema, proposing improvements to enhance scalability and embrace modern analytics tools such as AI and cloud databases.	
• Developed and executed advanced SQL queries to extract actionable business insights, such as customer purchasing patterns, product performance, and sales trends. Leveraged Power BI to create dynamic visual reports.	
• Designed an Entity-Relationship Diagram (ERD) to map critical relationships between database tables for reporting.	
<b>Process Analysis and Systems Planning Project</b>	08/2024 – 12/2024
• Performed a SWOT analysis and business process evaluation, identifying pain points and bottlenecks in inventory tracking and customer relationship management, leading to recommendations for process improvements.	
• Created user personas and stories to define system requirements, implemented a To-Be Business Process Model, and designed a Gantt chart in Visio to map the project timelines.	
• Conducted a feasibility analysis for system implementation, evaluating cloud-based software solutions and their impact on technical, operational, and economic factors, ensuring efficiency and cost-effectiveness.	