

# ANNA DO

682-256-2445 | [anh.c.do@tcu.edu](mailto:anh.c.do@tcu.edu)  
<https://www.linkedin.com/in/anhcdo/>  
portfolio: <https://annado.netlify.app/>

## EDUCATION

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**Texas Christian University**, 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  
*Relevant Coursework:*

• Business Information Systems	• Statistical Analysis	• Data Management
• Supply Chain Management	• Introduction to Accounting	• Global Business and Ethics
• Organizational Management	• Systems Planning and Process Analysis	• Cybersecurity

## SKILLS AND CERTIFICATIONS

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*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

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**Texas Christian University Information Technology**, Fort Worth, Texas 05/2023 – Present  
*Frontline Information Technology Intern*

- 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.

**Texas Christian University Unions**, Fort Worth, Texas 05/2023 – 08/2023  
*Information Desk Assistant*

- 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

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**Healthcare Analytics Capstone Project** 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.

**Business Intelligence and Data Management Project** 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.

**Process Analysis and Systems Planning Project** 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.