

Vy (Evelyn) Hoang

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WORK EXPERIENCES

Amal's Boutique, Boston, MA

May 2025 – Present

Software Engineer – Inventory Management System

- Lead a 2-person cross-functional team using Agile workflows and Git version control to digitalize pen & paper inventory system, addressing manual tracking inefficiencies that generated 2 additional client prospects within first quarter.
- Integrate real-time dashboards to track inventory and forecast revenue using linear regression, reducing daily decision-making time from 3 to 2 hours and uncovering \$3K in potential cost savings.
- Design full-stack tracking solution with Figma wireframes and user flow diagrams, automating 5 core inventory processes and achieving 99% stock accuracy (up from 60% manual accuracy).

Wentworth Institute of Technology, Boston, MA

Sep 2024 – Dec 2024

Product Manager – Learning Management System (LMS) Initiative

- Drove product strategy by conducting market research (150+ surveys, 25+ stakeholder interviews), synthesizing insights into user stories and prioritizing backlog to align roadmap with user needs.
- Led vendor evaluation of 3 LMS platforms via scoring matrix (12 criteria including usability, scalability, and integrations), ensuring technical fit for stakeholder requirements.
- Streamlined project communication via Trello and developed automated Power BI reporting from user analytics, accelerating stakeholder decision timelines by 20%.

Vestmark, Inc., Wakefield, MA

Jan 2024 – May 2024

Technical Support Engineer Co-op – Vestmark is a leading provider of portfolio management solutions used by financial portfolio managers and financial institutions.

- Achieved an estimated 35% reduction in average ticket resolution time by implementing SQL logging and standardized documentation, enhancing traceability and root-cause analysis.
- Coordinated with Engineering and Product teams to prioritize and resolve 130+ issues, enabling data-driven customizations that enhanced the user experience for 50+ financial institutions.
- Managed inbound support inquiries through multi-channel communication (emails, calls, meetings) with clients, reducing the unresolved ticket backlog by 10% within three months and freeing bandwidth for high-priority issues.

Success Studio Wentworth Institute of Technology, Boston, MA

Oct 2023 – Dec 2024

Academic Peer Tutor – Provided students with skill-development workshops, panels, career guidance, networking events, and academic discussions.

- Tutored 50+ students in computing and management via personalized programs, workshops, and 1-on-1 mentoring (avg. 2hrs/week), enabling 85% of students to score B+ or higher.
- Provided troubleshooting assistance for Python, SQL, and Java assignments across 10+ different course modules.

PROJECTS

Urban Renewal VR | SketchUp, Unity, Meta Quest VR, C#, Agile

Jan 2025 – April 2025

- Collaborated with the West End Museum and a 4-person development team to create immersive 3D visualizations of the neighborhood, earning 90%+ approval from 8 historical consultants via iterative feedback and quality assurance processes.
- Conducted archival research utilizing 10+ primary sources, oral histories, and museum documents, ensuring authentic user experience and enhancing educational value.
- Launched VR product featuring 5 interactive environments and 15+ engagement elements, validated by 10+ beta testers to bridge history with immersive storytelling.

EDUCATION

Wentworth Institute of Technology, Boston, MA

Expected Graduation: Dec 2025

Bachelor of Science in Computer Information Systems. Minor in Computer Science

Coursework: Systems Analysis and Design, Operating Systems, Algorithms, Security Principles, Economics, Statistics

TECHNICAL SKILLS

Languages: Java, Python, SQL, C, HTML, CSS, JavaScript, PHP, Swift, Bash, PowerShell

Databases & Frameworks: AWS, JUnit, UIKit, MySQL, MSSQL, Oracle, Linux

Tools: Git, Jira, Figma, SketchUp, Adobe, Trello, Power BI, Salesforce, Unity, Bloomberg Terminal