Vy (Evelyn) Hoang

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WORK EXPERIENCES

Amal's Boutique   Boston, MA
Product Manager – Inventory Management System   May 2025 – Present

- Developed web-based dashboards to track product SKUs and forecast revenue using linear regression, reducing procurement review cycles from 7 to 4 days and uncovering over $2K in cost savings
- Launched full-stack tracking solution with Figma wireframes and user flow diagrams, automating 5 core inventory processes and boosting stock accuracy from 60% to 99%
- Led cross-team coordination between internal teams and client stakeholders during Agile sprints, effectively addressing blockers to ensure timely delivery and secure 2 new client partnerships
- Created three reusable templates to track internal progress reporting, enabling earlier identification of delays in active dependencies for proactive risk mitigation

Wentworth Institute of Technology   Boston, MA
Project Manager – Learning Management System (LMS) Initiative   Sep 2024 – Dec 2024

- Managed project plans, milestones, and risks for a $100K+ platform selection, authoring the PRD (150+ surveys, 25+ stakeholder interviews) to define requirements and inform decision-making
- Evaluated 3 LMS platforms via scoring matrix (12 criteria including usability, FERPA compliance, and integrations); selected a solution enabling 18/20 requested customizations for 4,000+ users
- Built Power BI dashboards to track adoption, usage, and pain points, boosting faculty/student engagement; established shared vision across leadership through data-driven proposals tied to university OKRs

Vestmark, Inc.   Wakefield, MA
Technical Support Engineer Co-op   Jan 2024 – May 2024

- Triaged with cross-functional teams (Engineers, Ops, QA) to prioritize and escalate 130+ client-facing issues, delivering data solutions aligned with user needs and achieving above 94% client satisfaction rating on resolved cases
- Developed SQL diagnostic tools and logged standardized documentation for issue tracking, reducing issue resolution times from 2 hours to under 1 hour and improving root-cause traceability

PROJECTS

Google Kubernetes Hackathon   Remote, USA
Product Manager – AI Agent Integration   Aug 2025 – Present

- Owned development of three AI agents on GKE to track abandoned carts, identifying drop-off points (e.g., shipping step, promo codes) and improving checkout completion rates
- Created AI-powered workflows and prototypes using Gemini + MCP to recommend personalized product suggestions based on cart and browsing history, aiming to increase add-to-cart actions
- Built orchestration workflows with A2A protocol + Kubectl-ai to automate scaling and service restarts, streamlining the design process and cutting prompt response time by 12%

Urban Renewal VR | SketchUp, Unity, Meta Quest VR, C#, Agile   Jan 2025 – April 2025

- Led primary research across 20+ archival sources and oral histories, partnering with West End Museum and 3 historical consultants through iterative feedback cycles to ensure authentic user experience
- Delivered product featuring 5 interactive environments and 9+ engagement elements, validated through beta testing with 5 users showing sustained interaction and positive learning outcomes

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, CSS3, JavaScript, Node,js, Typescript, JSON, PHP, Swift, Bash, PowerShell
Databases & Frameworks: Kubernetes, JUnit, UIKit, PostgreSQL, MSSQL, Oracle, Linux
Tools: Git, Jira, Figma, Adobe, Trello, Power BI, Confluence, Unity, Bloomberg Terminal