Vy (Evelyn) Hoang

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WORK EXPERIENCES

Modern AI Solutions   Remote, USA
Product Development Co-op   Sep 2025 – Present
- Refined GTM strategy and narrative development for early-stage generative AI solutions, aligning product positioning with SMB user needs to drive adoption
- Designed and prototyped the Demo Account Sign-Up and Business Information forms, improving user onboarding flow and supporting product objectives around activation and conversion
- Led a 5-person cross-functional team through code reviews, pair programming, and sprint planning to ship a sample data population feature for demo accounts and an MVP PRD-writing feature that reduces document drafting time to <5 minutes

Amal's Boutique   Boston, MA
Product Manager – Inventory Management System   May 2025 – Aug 2025
- Built full-stack dashboards to track product SKUs; uncovered $2K+ in cost efficiencies and shorten procurement cycles from 7 to 4 days, informing revenue optimization decisions
- Redesigned stock-tracking UI with Figma wireframes and user flow diagrams, automating 5 core inventory processes and boosting stock accuracy from 60% to 99%
- Created reporting templates and performance tracking mechanisms to visualize KPIs; enabled data-driven marketing decisions

Wentworth Institute of Technology   Boston, MA
Business Analyst – Learning Management System (LMS) Initiative   Sep 2024 – Dec 2024
- Managed project plans, milestones, and risks for a $100K+ platform migration, authoring the PRD (150+ surveys, 25+ stakeholder interviews) to define requirements and inform decision-making
- Evaluated quantitative data analysis (12 criteria including usability, FERPA compliance, and integrations) across three LMS platforms; selected a solution enabling 18/20 prioritized features for 4,000+ users

Vestmark, Inc.   Wakefield, MA
Technical Support Engineer Co-op   Jan 2024 – May 2024
- Partnered with Engineers, Ops, QA to triage 130+ client-facing issues, delivering data solutions aligned with user needs and achieving above 94% satisfaction rating on resolved cases
- Developed SQL diagnostic tools and logged standardized documentation for issue tracking, reducing time-to-resolution from 2 hours to <1 hour and improving root-cause traceability

Success Studio   Boston, MA
Academic Peer Tutor   Oct 2023 – Dec 2024
- Mentored 50+ students in computing and project management concepts via personalized workshops and 1-on-1 mentoring; enabling 85% of students to achieve B+ or higher
- Guided students troubleshoot software assignments in Python, SQL, and Java assignments

PROJECTS

Google Kubernetes Hackathon   Remote, USA
Program Analyst – AI Agent Integration   Aug 2025 – Sep 2025
- Conducted user journey analysis to identify conversion drop-offs and designed AI-powered personalization workflows using Gemini + MCP to increase add-to-cart rate
- Prototyped orchestration workflows via A2A protocol + Kubectl-AI to streamline testing and service management

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, Typescript, PHP, Swift, Bash, PowerShell
Databases & Frameworks: JUnit, UIKit, PostgreSQL, MSSQL, Oracle, Linux
Tools: Git, Jira, Docker, Kubernetes, Figma, Adobe, Trello, Power BI, Confluence, Unity, Splunk