Vy (Evelyn) Hoang

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WORK EXPERIENCES

Amal's Boutique, Boston, MA   May 2025 – Present
Product Manager – Inventory Management System
- Deliver high-impact business initiatives by creating reporting dashboards to track 86+ inventory items and forecast revenue using linear regression, cutting procurement review cycles from 1 week to 4 days and uncovering $3K in savings
- Lead internal teams and external stakeholders using Agile sprints, proactively following up to resolve blockers and maintain delivery schedules that help secure 2 new client partnerships
- Design full-stack tracking solution with Figma wireframes and user flow diagrams, automating 5 core inventory processes and boosting stock accuracy from 60% to 99%

Wentworth Institute of Technology, Boston, MA   Sep 2024 – Dec 2024
Project Manager – Learning Management System (LMS) Initiative
- Managed project plans and milestones for a $100K+ platform selection, authoring the PRD (150+ surveys, 25+ stakeholder interviews) to identify risks, define requirements, and inform decision-making
- Assessed 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
- Maintained weekly updates and built a Power BI dashboard metrics (e.g., faculty/student adoption rates, feature usage, and pain points), influencing leadership to select a platform for 33+ degree programs

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
- Acted as a client-facing point of contact for 20+ financial institutions to support portfolio management workflows and troubleshoot issues across email, calls, and meetings
- 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 90% 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

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

PROJECTS

Urban Renewal VR | SketchUp, Unity, Meta Quest VR, C#, Agile   Jan 2025 – April 2025
- Conducted primary research across 10+ archival sources and oral histories, partnering with West End Museum and 8 historical consultants through iterative feedback cycles to ensure authentic user experience
- Delivered product featuring 5 interactive environments and 15+ engagement elements, validated through beta testing with 10+ users showing sustained interaction and positive learning outcomes
- Led cross-functional 4-person development team using agile methodology, achieving consistent approval ratings through sprint reviews and continuous stakeholder alignment on product vision

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, PHP, Swift, Bash, PowerShell
Databases & Frameworks: AWS, JUnit, UIKit, PostgreSQL, MSSQL, Oracle, Linux
Tools: Git, Jira, Figma, Adobe, Trello, Power BI, Salesforce, Unity, Bloomberg Terminal