Vy (Evelyn) Hoang

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WORK EXPERIENCES

Amal's Boutique, Boston, MA   May 2025 – Present
Product Manager – Inventory Management System
- Develop web-based dashboards to track 86+ inventory SKUs and forecast revenue using linear regression, reducing procurement review cycles from 7 to 4 days and uncovering $3K in cost savings
- Launch full-stack tracking solution with Figma wireframes and user flow diagrams, automating 5 core inventory processes and boosting stock accuracy from 60% to 99%
- Lead 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
- Create three reusable templates to track internal progress reporting, enabling earlier identification of delays in 10+ active dependencies for proactive risk mitigation

Wentworth Institute of Technology, Boston, MA   Sep 2024 – Dec 2024
Project Manager – Learning Management System (LMS) Initiative
- 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 with A/B testing to track adoption, usage, and pain points, boosting faculty/student engagement by 1.5%; established shared vision across leadership through data-driven proposals tied to university OKRs

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
- Served as the primary contact for 22+ 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 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

Success Studio Wentworth Institute of Technology, Boston, MA   Oct 2023 – Dec 2024
Academic Peer Tutor
- Tutored 50+ students in computing and management via personalized programs, workshops, and 1-on-1 mentoring (avg. 4hrs/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
- Led primary research across 27+ archival sources and oral histories, partnering with West End Museum and 6 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 12 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
Hackathon: GKE Turns 10 (2025)

TECHNICAL SKILLS

Languages: Java, Python, SQL, C, HTML, CSS3, JavaScript, PHP, Swift, Bash
Databases & Frameworks: GKE, JUnit, UIKit, PostgreSQL, MSSQL, Oracle, Linux
Tools: Git, Jira, Figma, Adobe, Trello, Power BI, Confluence, Unity, Bloomberg Terminal