

# Devin Ho

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## EDUCATION

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### Allegheny College

Bachelor of Science in Computer Science, Economics

**Meadville, PA**

May 2021

### University of Pittsburgh

Computer Science, Accredited Dual Program

**Pittsburgh, PA**

June 2017

## EXPERIENCE

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### Comcast

**Pittsburgh, PA**

*Xfinity Authorized Retail Associate*

*January 2021 – March 2021*

- Consistently met and surpassed sales quotas by effectively promoting Xfinity internet, TV, and phone services to Walmart customers, resulting in increased revenue for the company.
- Utilized strong product knowledge and excellent communication skills to address customer inquiries, explain service features, and convert potential leads into satisfied Xfinity customers.
- Collaborated with Walmart store personnel to optimize product visibility and placement, enhancing brand awareness and driving sales, leading to a 200% improvement in customer acquisition within the store.

### Best Buy

**Pittsburgh, PA**

*Microsoft Sales Consultant*

*October 2020 – March 2021*

- Exceeded sales targets with expert knowledge of Microsoft Office Suite and computer hardware, ensuring high customer satisfaction.
- Boosted Microsoft product sales by 75% through effective collaboration with the store team in creating engaging displays and promotions.
- Empowered customers with product demonstrations, fostering lasting loyalty and new technology advancements

### Depop

**Pittsburgh, PA**

*E-commerce Specialist*

*June 2018 – July 2020*

- Drove a positive customer experience by providing appropriate O365 solutions and increasing gross sales by 200%
- Engaged customers by finding not just the solution but adding value to their experience beyond the requirements
- Demonstrated product knowledge of each individual product's specifications and the differences between them

### Allegheny College

**Meadville, PA**

*Library Snack Bar Staff*

*August 2019 – March 2020*

- Oversaw smooth operations of the front desk at Library and Information Technology Services (LITS), ensuring seamless access to essential resources for students and patrons.
- Provided exceptional assistance to students and patrons, facilitating the efficient checkout process of consumables for purchase, resulting in improved customer satisfaction and repeat visits.
- Managed a diverse inventory of over 50+ items supplied by Parkhurst Dining, optimizing stock levels and ensuring the availability of sought-after products, contributing to a seamless snack bar experience for campus personnel.

### Sesame Inn

**Pittsburgh, PA**

*Host and Cashier Lead*

*October 2016 – August 2019*

- Demonstrated exceptional leadership as a restaurant host and cashier lead, overseeing daily operations, coordinating waiter table layout, and ensuring smooth customer flow, resulting in improved efficiency and customer service.
- Handled cashier responsibilities, including accurate cash handling, processing transactions, and providing excellent, leading to positive feedback from customers and increased sales.
- Trained and mentored new restaurant hosts and cashiers, fostering a cohesive and high-performing team.

### Vector Marketing

**Pittsburgh, PA**

*Sales Representative*

*May 2017 – August 2018*

- Conducted engaging product demonstrations and presentations to prospective customers, showcasing the benefits and features of Cutco knives and kitchen tools, resulting in a high rate of customer acquisition.
- Built and maintained a strong customer base through excellent relationship-building skills and exceptional customer service, leading to a high rate of repeat business and referrals.
- Attended national conferences to develop relationships and mentorships with sales leaders and managers.