An Hong Ly

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EDUCATION

Suffolk University, *Bachelor of Science in Business Administration*
Major: Global Business & Entrepreneurship   Boston, MA | September 2019 – Dec 2023

PROFESSIONAL EXPERIENCE

Lam An LLC, *Secretary* Assistant   Binh Duong, Vietnam | July 2019 – August 2022
- Managed schedules and travel arrangements for 5 supply chain managers.
- Processed approximately 50 incoming requests and inquiries per day via phone, email, and mail communication.
- Compiled background reports and meeting agendas with data analysis on usage trends for top 20 printing materials.

Coffee shop Cau Dat, *Accountant*   Binh Duong, Vietnam | September 2021 – March 2022
- Prepared accurate biweekly payroll for 18 employees including hourly workers and managers by entering hours, calculating pay with overtime, withholding taxes and deductions, confirming amounts, distributing pay, and remitting payroll taxes in a compliant manner.
- Reviewed and approved payroll for the coffee shop's variable-hour workers including approximately 10 part-time servers, 4 full-time baristas, 3 kitchen staff, and 1 manager every two weeks.
- Made any required manual pay adjustments for employees related to sick time, leaves of absence, and other situations that deviated from regular hours worked.

Hang Thuan LLC, *Market Analysis*   Binh Duong, Vietnam | October 2021- August 2022
- Developed pricing and sales strategies for new product lines, launching 5 new style offerings per year.
- Managed relationships and sales processes for 2 corporate fashion accounts, closing 10 deals during the pandemic.
- Submitted 5 orders per week for inventory replenishment and materials procurement.

LEADERSHIP EXPERIENCE

Covid 19 Shelter, *Fundraiser*   Binh Duong, Vietnam | August 2020 – July 2021

- Created Facebook page "Vượt qua COVID-19" and collected over $1,000 in donations used to prepare approximately 200 gifts containing 10kg rice bags and cases of instant noodles for low-income families impacted by the pandemic.
- Recruited around 15 student volunteers to organize COVID-19 quarantine place to clean up at the local high school, providing personal protective equipment supplies with 10 isolation rooms and 60 beds for Covid 19 patients frequently during Covid 19.
- Developed and managed a shelter wish list fundraiser raising over $1,000 through shared links on social platforms to purchase high need items like blankets, food staples, hygiene products and over-the-counter medicine.

VSA Club, *Secretary*   Boston, MA | September 2021 – Dec 2023
- Created events, scheduled, and assigned club members specific tasks including working bake sale stations, handling car wash equipment, and managing donation booths at large scale events that involved coordinating over 100 student volunteers through our club social media on Instagram and Facebook.
- Coordinated the "Raise Funds for VSA" raffle by researching school policies on raffles, securing donation items like gift cards and merchandise, promoting through posters and announcements, selling tickets for 2 weeks, collecting revenue, and pulling the winning ticket at the finale event attended by over 100 club members.
- Recorded fundraising revenues and expenses in spreadsheets, with calculated net profits from each individual event including the September bake sale earning $221 and October car wash totaling $809.

RESEARCH EXPERIENCE

Analysis Liberty Mutual commercial   Boston, MA| December 2021 – April 2022
- Distributed around 100 interactive surveys with images and engaging questions to over 80 Gen Z participants accessed via professors and campus QR codes.
- Achieved over 30% engagement rate; compensation included gift cards which helped incentivize participation.
- Provided Liberty Mutual data-driven recommendations for improving future ad effectiveness with Gen Z based on video content evaluation and survey feedback.

Analysis of MTBA: Enhancing Reliability and Efficiency   Boston, MA| Sep 2023 – December 2022
- Analyze impacts of roadway incidents, construction, and traffic conditions on MBTA service using archived data from 50 routes around Dorchester location.
- Conducted a comprehensive cost-benefit analysis of proposed improvements, demonstrating a 10% reduction in operational costs and a 15% increase in overall system efficiency.
- Developed performance monitoring plan leveraging optimal metrics for 10 key bus routes and the Red Line rail service, utilizing integrated data sources and robust reporting processes to enhance reliability and efficiency for MTBA.

SKILLS

Business Skills: Adaptability, Problem-solving, Creativity, Data analysis, Statistical analysis, Critical thinking.
Technician skills: Excel, Word, PowerPoint
Language: Bilingual proficiency in English and Vietnamese