VERONICA S. HO

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EDUCATION

University of St. Thomas, Saint Paul, MN — GPA: 3.90
Master in Science, Software Engineering — Anticipated Graduation Date July 2018

University of Minnesota, Minneapolis, MN — GPA: 3.83, graduated with distinction
Bachelor of Arts, Double Major in Journalism and Art — Graduated May 2014

RELEVANT SOFTWARE COURSEWORK

Software Quality Assurance/Control — Fall 2017
- Learned about industry tools for unit testing, integration testing and system testing

Database Management Systems & Design — Fall 2016
- Designed and constructed a data dictionary database using SQL Developer
- Created views and queries to extract data

Web Application & Development — Fall 2016
- Built a personal online portfolio using HTML and CSS, with interactive elements using JavaScript and authentication modules using PHP

Software Project Management — Summer 2016
- Developed a mock software project using software development life cycle and SCRUM with a team of 6 members

Software Development — Fall 2015, Spring 2016
- Designed a Dungeons & Dragons role-playing gaming system, a finance calculator and a RSA key generator in Java using object-oriented design and data structure

PROFESSIONAL EXPERIENCE

Office of Study Abroad, University of St. Thomas — Saint Paul, MN
Front Desk Graduate Assistant — October 2015 – Present
- Reviewed study abroad programs to update information on budget available to the public
- Researched and compiled information on hundreds of study abroad programs that provide sustainability, civic engagement or internship opportunities
- Answered inquiries about studying abroad from faculties, students and parents on phone and in-person

UnitedHealth Group (Propio Staffing Services) — Minnetonka, MN
Interpreter Representative — December 2014 – May 2015
- Interpreted conversations over the phone from English to Cantonese and vice versa
- Relayed health insurance information between English and Cantonese speakers in compliance with insurance policies
- Educated field agents on information regarding medical assistance and insurance plan details

Lifetouch National School Studios — Edina, MN
Photo Retoucher — September 2014 – November 2014
- Learned and utilized an in-house photo-editing program to retouch images and provide color enhancement
- Efficiently managed a large workload of editing 60 to 80 images an hour
- Participated with team members to achieve over 500% increase in number of photos edited compared to the 2013 fall season

The Minnesota Daily — Minneapolis, MN
Multimedia Reporter — February 2013 – March 2014
- Revitalized the video department as the first reporter solely dedicated to multimedia reporting
- Initiated and pitched story ideas to the editor, and produced stories as a one-man-band multimedia reporter
- Collaborated with reporters to produce relevant video content to supplement print stories on the website

SKILLS

- Experience with Java, HTML, CSS, SQL, R
- Highly proficient in Adobe Photoshop, Illustrator, Premiere Pro
- Proficient in Adobe InDesign, Final Cut Pro 7, Audacity, SoundSlides, Microsoft Office
- Fluent in written and conversational Cantonese Chinese and Mandarin Chinese