

# Anh Huynh

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## EDUCATION

### AUSTIN COMMUNITY COLLEGE

Austin, Texas

BAS, SOFTWARE DEVELOPMENT

Aug 2019 - Present

Cumulative GPA: 3.9/4.00

### VIETNAM NATIONAL UNIVERSITY OF HCMC

Ho Chi Minh City, Vietnam

BA, ENGLISH LINGUISTICS AND

LITERATURE

Graduated Dec 2018

Cumulative GPA: 8.42/10

## SKILLS

### PROGRAMMING

Java / Python / C++

Dialogflow

Sci-Kit Learn

HTML / CSS / JavaScript

SQL

AWS

Jira / Confluence / Trello

Git / GitHub

### METHODS

Agile (Scrum)

Project Management

Technical / UX Writing

Chatbot Conversational Design

Learning & Development

Teaching / Tutoring

Language Acquisition

### LANGUAGES

English (advanced)

Vietnamese (native, advanced)

Japanese (intermediate) & French (basic)

## COURSEWORK

Data Structures

Object-Oriented Programming

Machine Learning

Databases

Computer Networking

Operating Systems

Computer Organization

Project Management

Statistics

Computational Thinking

## EXPERIENCE

### CYPRESS CREEK LEARNING LAB, ACC | ENGLISH, WRITING, AND ESOL TUTOR

Oct 2019 - Present | Austin, Texas

- Facilitate college-wide tutoring program targeted towards underachieving students, improving student performance by 30%.
- Develop key learning initiatives based on student priorities and academic goals, enhancing student engagement by 50%.
- Organize supplemental learning materials, driving up instructor productivity by 20%.

### EM&AI | CHATBOT CONVERSATION DESIGNER/DEVELOPER INTERN

May 2020 - Aug 2020 | Danang, Vietnam

- Developed conversational chatbot and virtual agents in Google Assistant, Dialogflow and Python, generating \$50k revenue for the company in 2020.
- Synthesized product requirement documents and managed timelines for clients using Sketch, Invision, Mural, Jira / Confluence, Trello, and Git / GitHub, coordinating with product, data science, and external stakeholders to ensure deliverables were met in a timely manner.
- Conducted user research through surveys & questionnaires as well as customer interviews to validate new concepts and findings.

### CMDB VIETNAM | ESOL & SAT TEACHER

May 2018 - May 2019 | HCMC, Vietnam

- Led learning & development initiatives for organization, increasing student graduation rates to >95%.
- Developed market research plan for key acquisitions of educational technology vendors, improving instructor productivity by 25%.
- Spearheaded new language & cultural exchange club, increasing diversity & inclusion awareness throughout the company.

### YAMASHINA KINDERGARTEN | AIESEC LEADERSHIP DEVELOPMENT

EXPERIENCE - TEACHING INTERN

Sep 2017 - Dec 2017 | Kyoto, Japan

- Coordinated learning & development strategy with teachers in classroom and outdoor activities.
- Introduced Vietnamese culture and elementary English to children in several grades.
- Facilitated office hour program with other teachers to ensure children success and happiness.

### AMERICAN CENTER - EDUCATIONUSA, HCMC U.S. CONSULATE GENERAL | PUBLIC AFFAIRS SECTION INTERN

Nov 2016 - Apr 2017 | HCMC, Vietnam

- Led educational programs, events, and other social media activities, improving user engagement by 30%.
- Resolved key administrative tasks for high-level consulate officers.
- Managed library facilities around the center, ensuring overall safety and reliability.