

EDUCATION

Georgia State University, J. Mack Robinson College of Business | Atlanta, GA
Bachelor of Business Administration, Computer Information Systems

Expected: May 2025

Concentration: Application Development

Awards & Honors: President's List (Fall 2023), Dean's list (Spring 2023, Summer 2023)

Relevant Coursework: Principles of Computer Science I & II, Computer Information Systems, Business Communication

Clubs: Association for Information Systems, Cybersecurity Club, Vietnamese Student Association

PROJECTS

Foodies Restaurant Website | Full Stack Application

- Developed a dynamic and responsive full-stack restaurant website utilizing **HTML** and **CSS** on the front end, and **JavaScript** on the backend.
- Communicated with project team members to **troubleshoot** compatibility and **network** issues across numerous web browsers, resulting in a 30% improvement in server latency.
- Managed **network** infrastructure on the website by utilizing QoS policies to ensure site reliability and information security.

Pokedex Website | Web API & UI

- Programmed a website utilizing **Next.js** and **React.js** that includes a functional search bar where users can find information on any pokemon.
- Designed a user-friendly interface by applying **HTML**, **CSS**, and **Poke API**, enhancing optimized data retrieval.
- Monitored website performance and speed utilizing website performance tracking tools to minimize downtime and increase user experience.

Portfolio Website | quangminh.vercel.app

- Created a dynamic portfolio website utilizing **HTML**, **CSS**, and **JavaScript** to display personal projects, experience, skills, and contact information.
- Deployed and tested website with Vercel and configuration tools to automate web setup and infrastructure components, reducing manual errors and bugs.

TECHNICAL SKILLS

Programming Languages: Java, JavaScript, Python

Frameworks & Libraries: REST APIs, Node.js, React.js, Django, Flask, NumPy, Docker, FastAPI, Axios

Technologies: HTML, CSS, Google Workspace, Microsoft Windows & Office, Visual Studio Code

Other: Troubleshooting, Customer Service, Technical Support, Information Security, Networking, Hardware

EXPERIENCE

Hong Kong Express | Service Manager

Aug 2020 – Present

- Managed a team of 5 that oversaw the production of numerous cuisines for approximately 5,000 customers monthly.
- Developed company procedures and guidelines for sales that increased efficiency by 50% in the first 3 months after implementation.
- Trained and mentored 20+ new employees on company procedures, customer relationship management, and business ethics
- Operated multiple cash registers, processed customer payments, and ensured company finances were secure by calculating all sales every day.

Amazon Inc. | Associate

May 2022 - Nov 2022

- Maintained an inventory accuracy rate of 99.9% by utilizing the WMS system to track incoming/outgoing shipments, routine cycle counts, and minimize errors.
- Communicated effectively with managers and cross-functional personnel about streamlining procedures, efficiency, and meeting performance targets.
- Increased productivity through the implementation of optimized workflow processes, such as reorganizing storage areas.