THINH LONG HUA

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SUMMARY

Computer Science student with experience in web development, graphic design, and customer service. Skilled in HTML, CSS, Java, Photoshop, and Canva. Bilingual in English and Vietnamese.

EXPERIENCE

LA Fitness, Everett, WA, USA
Front Desk Associate   03/2025 – Present
- Greet and onboard new members daily; provide translation support for Vietnamese speakers.
- Drive membership sales with consistent weekly sign-ups (5+), contributing to team targets of 60+ monthly.
- Conduct outbound calls (80+ per shift) for scheduling, inquiries, and account support.
- Operate FDMT (Front Desk Management Tools) to check in 100+ members per hour, and transaction processing.
- Partner with teammates to optimize customer experience and exceed sales goals.

Pho Tic Tac, Shoreline, WA, USA
Restaurant Server, Front Desk   12/2024 – 02/2025
- Delivered professional service to 50+ guests per shift with customized menu suggestions.
- Resolved concerns quickly, helping retain a customer satisfaction rate of 95% +.
- Managed 30+ dine-in and online orders per shift accurately during peak periods.

VOLUNTEER

Cascadia College, Bothell, WA, USA
Assistance for Orientation   06/2023 – 09/2024
- Translated between English and Vietnamese to support communication for 10+ new Vietnamese students per quarter enrolling in EF (English-Foundation) and college-level programs.
- Assisted over 80 international students with paperwork, including SEVIS forms, I-20 travel documents, I-94 records, and tuition payment setup.
- Guided campus tours to help students become familiar with resources, departments, and classroom locations.
- Created Canvas student accounts and UW NetIDs; provided step-by-step guidance to help students access online courses, email, and campus systems successfully.
- Led Q&A sessions during orientation; shared insights about student life both on and off campus, and guided students on how to prepare for a new quarter, including class registration, textbooks, and campus resources.

Cascadia College, Bothell, WA, USA
Graphic Design for Chinese Communication Club   02/2023 – 05/2023
- Designed event posters and the official club logo using Canva and Adobe Photoshop, boosting visibility and attracting 15+ students to each event.
- Created the official event poster for the "Boba Talk" collaboration between Cascadia College and the Chinese Communication Club, ensuring a visually appealing and culturally relevant design.

Kimbercroft Childcare & Learning Center, Scarborough, ON, Canada
Childcare Supervisor   12/2021 – 02/2022
- Led creative learning sessions, boosting engagement among 10+ children weekly
- Fostered a safe, inclusive environment that encouraged teamwork and social growth.

EDUCATION

Cascadia College, Bothell, WA, USA
Associate Degree in Computer Science   06/2023 – 06/2025 (Expected)

John Polanyi Collegiate Institute, Toronto, ON, Canada
High School Diploma   12/2019 – 06/ 2022

CERTIFICATIONS & LICENSES
- **Java Foundation Professional Certificate by JetBrains,** JetBrains & LinkedIn Learning   05/2025
- **Generative AI for Customer Service with Microsoft 365 Copilot Professional Certificate,** Microsoft & LinkedIn Learning   05/2025
- **Career Essentials in Project Management**, Microsoft & LinkedIn Learning   05/2025

SKILLS
- **Design:** Adobe Photoshop, Canva.
- **Technical Skills:** Java, JavaScript, HTML5, CSS, Python.
- **Operating Systems:** Windows 10, macOS Sequoia, IOS, Android.
- **Tools & Productivity:** Microsoft Office Suite, Google Workspace (G Suite), Front Desk Management Tools (FDMT), CRM Systems.
- **Communication:** Customer Service, Team Collaboration, Customer-Facing Interaction, Phone Etiquette.
- **Language:** English, Vietnamese.

PROJECTS
- **Personal Portfolio:** Built and deployed a responsive website using HTML, CSS, and JavaScript. (https://oscarhlongthinh.github.io/)
- **Chinese Communication Club Branding:** Designed event branding materials using Canva and Photoshop, increasing event participation by 30%.