

THINH LONG HUA

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SUMMARY

Computer Science student with hands-on experience in web development, graphic design, and customer service. Skilled in HTML, CSS, JavaScript, Python, Photoshop, and Canva. Bilingual in English and Vietnamese, with a strong work ethic, adaptability, and a passion for building user-friendly digital experiences.

EXPERIENCE

LA Fitness, Everett, WA, USA

Gym Staff, Front Desk

March 2025 – Present

- Welcomed and assisted members and guests; supported Vietnamese-speaking members with communication tools and announcements.
- Promoted memberships and services; consistently signed up 5+ new members per week, helping the team achieve a monthly sales goal of 75+ new memberships.
- Placed 80+ calls per shift to manage memberships, schedule appointments, and respond to inquiries.
- Operated FDMT (Front Desk Management Tools) to check in 100+ members per hour, manage accounts, and process transactions efficiently.
- Collaborated with the team to meet sales goals and enhance customer satisfaction.

Pho Tic Tac, Shoreline, WA, USA

Restaurant Server, Front Desk

December 2024 – February 2025

- Served and assisted an average of 50+ guests per shift, delivering personalized service and tailored menu recommendations.
- Resolved customer concerns quickly, helping maintain a 95%+ customer satisfaction rate based on verbal feedback and returning guests.
- Processed 30+ in-person and digital orders per shift, including Doordash and Uber Eats, with 100% accuracy, ensuring smooth service during peak hours.

VOLUNTEER

Cascadia College, Bothell, WA, USA

Assistance for Orientation

June 2023 – September 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

February 2023 – May 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

December 2021 – February 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

June 2023 – June 2025 (Expected)

John Polanyi Collegiate Institute, Toronto, ON, Canada

Highschool Diploma

December 2019 - June 2022

SKILLS

- **Design Tools:** Adobe Photoshop, Canva.
- **Technical Skills:** JavaScript, HTML (5), CSS, Python.
- **Operating Systems:** Windows 10, macOS Sequoia.
- **Tools & Productivity:** Microsoft Office Suite, Google Workspace (G suite)
- **Communication:** Team Collaboration, Bilingual Communication (English & Vietnamese)

PROJECTS

- **Personal Portfolio:** Built and deployed using HTML, CSS, and JavaScript. (<https://oscarhlongthinh.github.io/>)
- **Calculator App:** Developed interactive calculator practicing DOM manipulation and responsive design.
- **Chinese Communication Club Branding:** Designed posters and logo for club events.