

CONG NGO

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA | **GPA: 3.96/4.00**
Bachelor of Business Administration, **Graduation: May 2020**
Major: Management Information Systems (MIS) | Minor: Computer Science
University Honors & Business Honors Programs | Temple President's Scholarship

AWARDS AND CERTIFICATION:

- **Comp TIA Project+ Certification (2019):** Developed project lifecycle management and resource management skills
- **2nd Place, AIS National Data Analytics Competition (2018):** Analyzed QVC's 2 million-row sales dataset, examined the delivery speed, product mix, and warehouse distribution, and offered ideas to improve its e-commerce performance
- **1st Place, Target Case Competition, Temple University (2018):** Devised a strategic plan regarding store and product display, marketing, and R&D to help Target enter the gender-neutrality toy industry and promote its products

KEY SKILLS:

Programming Languages: Java, CSS, HTML, PHP, JavaScript, Python Server Management: AWS, Azure, GCP, VMware
Project Management: MS Project, Teamwork, ServiceNow PPM, Jira Analytics: Tableau, R, SQL, PowerBI, MS SQL
Courses: Data Structure, Cyber Security, Enterprise IT Architecture, Web Development, Mobile App Design & Prototype

EXPERIENCE:

AXALTA COATING SYSTEMS, Glen Mills, PA

Project Manager and Data Analyst Intern

May 2019 – Aug 2019

- Implemented Agile methodology for the Demand Pipeline Enhancement project to streamline the current process of managing and evaluating global IT demands within +15 IT platforms and increase project visibility within stakeholders
- Built several interactive, real-time Tableau dashboards to monitor and manage automated jobs of +10 MS SQL servers, database growth and capacity, and resources of +100 global IT projects
- Performed PoC and comparative analysis and developed use cases for the R extensions in PowerBI and Tableau project
- Introduced Scrums and led daily meetings with the Technical Lead and offshore developers
- Assisted Global PMO Manager in organizing conference calls with Head of Regional PMs and creating meeting minutes

TAPP NETWORK, Wilmington, DE

Product Management Intern

September 2019 - Present

- Hold regular scrums between development teams to check in on +10 website application project updates and blockers
- Own product backlogs, prioritize features & tasks in GitHub, and provide assistance with project planning and metrics
- Perform market and competitor analysis for product features, document user stories, and conduct usability testing

Software Development Intern

February 2019 – May 2019

- Assisted the CTO in gathering requirements and managing +8 mobile & website app projects that are +\$45,000 each
- Utilized Teamwork and GitHub to build project plans, assign resources, and manage product backlogs
- Developed data schema and process workflow; documented new features and APIs for mobile and web platforms

FOX SCHOOL OF BUSINESS, TEMPLE UNIVERSITY, Philadelphia, PA

Information Technology Assistant, MIS Department

September 2017 – December 2018

- Assisted with teaching Data Science class and grading weekly assignments for a section of 60 students
- Supported students in learning and applying Microsoft Excel and Tableau Data Visualization in class activities

PROJECTS:

- **Hanoi Esplendor Hotel (2019):** Utilized Wix, Corvid, and JavaScript to build and maintain a hotel website. Implemented an SEO strategy and Google Ads to promote the website, thereby increasing web traffic by 40%
- **UK Shop (2014-2016):** Founded and managed an online clothing store for Vietnamese millennials on Facebook fan page. Developed self-taught social media marketing strategy and generated \$4000 in sales revenue per month

ADDITIONAL INFORMATION:

- Interests: Travelling (have been to +19 countries), listening to business podcasts and TED Talks, cooking, and yoga