

Hien B. Ngo

Upper Darby | PA | hien.ngo@temple.edu

EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

Bachelor of Business Administration

May 2027

Major: Management Information System

Microeconomics Principles, Retail Management, Digital Systems, Statistical Business Analytics

Delaware County Community College, Media, PA

Associate Degree of Computer Science

May 2025

Major: Computer Science | GPA: 3.68

HONOR

Member, Phi Theta Kappa, Delaware County Community College

Fall 2024 – Spring 2025

EXTRACURRICULAR EXPERIENCE

Member, Temple Data Analytic Club

Fall 2025 – present

Member, Association Information Systems

Fall 2025 – present

EXPERIENCE

Mr. Wish, Upper Darby, PA

November 2021 – present

Barista

- Prepare high quality beverages for 200+ customers daily in a fast-paced boba shop.
- Trained 3 new employees in beverage preparation, food safety, cleanliness, and customer service
- Maintaining a daily operation facility by ensuring cleanliness, organized workspace, and functioning equipment
- Handling cash and digital transactions ensures all transactions are accurate at the end of the day
- Monitoring inventory level daily ensuring all supplies are up to date and availability on time

Omnia Nail, Granite Run, PA

July 2021 – August 2021

Maintaining Operation Facility

- Supported daily salon operation by maintaining cleanliness, organized, and a functional facility.
- Greeted and assisted 300+ customers daily ensuring that they are provided for
- Manage inventory ensuring all available equipment is properly provided for nail technicians

PROJECT EXPERIENCE

CRM Automated Product System, Digital System

October 2025

Project Creator

- Built no-code CRM system that collects customer data such as name, company, and interest level.
- Implemented an automated message to customer emails using Make for a follow-up based on customer interest level

CERTIFICATIONS

Software Skills: Microsoft Word, Excel, and PowerPoint

Language: Native proficiency in Vietnamese