

Phuong Ho

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Computer Science student at the University of Houston with 7+ years of customer-facing technical support experience. Proven ability to diagnose and resolve user issues, guide clients through step-by-step solutions, and maintain accurate records in fast-paced environments. Bilingual in English and Vietnamese, with hands-on experience in software development.

EDUCATION

University of Houston, Houston, TX

Bachelor of Science, Major in Computer Science

Expected May 2027

GPA: 3.19

Relevant Coursework: Data Structures & Algorithms, Operating Systems, Database Systems, Data Science, Digital Image Processing, Software Design.

PROJECT EXPERIENCE

University of Houston

Data Science / COVID-19 Data Analysis / Team Project

December 2025

- Collaborated with a 4-person team to cluster U.S. COVID-19 records into pandemic severity phases using K-Means ($k=3$) across 7 epidemiological features.
- Reduced 7-dimensional feature space to 2D using PCA for cluster visualization, enabling interpretable analysis of pandemic phase transitions over time.
- Standardized heterogeneous health metrics using StandardScaler and handled missing data with median imputation prior to model training.
- Exported clustered dataset and centroid coordinates to CSV for downstream team analysis.

Database Systems / Enterprise Web Application / Team Project

November 2025

- Collaborated in a 4-person agile team using Git/GitHub for version control and feature branch coordination.
- Built a full-stack university management system with a 7-table relational PostgreSQL schema managing students, courses, enrollments, grades, and tuition payments.
- Implemented ACID-compliant payment transactions with row-level locking to prevent concurrent overdraft race conditions.
- Designed a SQL audit logger by intercepting the PostgreSQL connection pool to log all queries and transactions with timestamps.
- Developed a RESTful Express.js API with dedicated endpoints, keeping all business logic server-side.

WORK EXPERIENCE

Pacific Multi Services / Houston, TX

Dec 2018 – Nov 2025

Consultant

- Provided customer-facing support by identifying client needs, resolving application issues, and guiding customers through service processes.
- Diagnosed and resolved user issues by identifying root causes and guiding customers through step-by-step solutions.
- Reviewed, validated, and maintained sensitive customer records in compliance with operational and regulatory requirements.
- Explained procedures, options, and next steps to clients to improve understanding and overall service experience.
- Collaborated with co-workers to address recurring issues and improve workflow efficiency and turnaround times.
- Assisted clients with basic technical issues related to forms, software, and online systems.

SKILLS

Programming Languages: C/C++ / Python / SQL / HTML / CSS

Software Development: Agile

Version Control: Git/GitHub

Tools: Visual Studio Code / Eclipse

Microsoft Office 365: Word / Excel / Outlook / Teams

Operating Systems: Windows / macOS

Language: Bilingual in English and Vietnamese