GIANG DAO

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EDUCATION

College of Natural Sciences and Mathematics | University of Houston
Bachelor of Science in Computer Science | Minor in Business Administration   **Fall 2027**
Cumulative GPA: 4.00/4.00

SKILLS & CERTIFICATIONS

Certifications: AWS Certified Cloud Practitioner (May 2024), Microsoft Office Specialist (MOS) in Excel (2022)
Technical Skills: AWS, Salesforce, Airtable, Zoho CRM, Google Ads, Flutter Flow | Powerpoint, Words, Excel/Spreadsheet
Programming Skills: HTML & CSS, JavaScript, Python | **Libraries/Framework:** Pandas, Bootstrap

WORK EXPERIENCE

Student Housing & Residential Life | University of Houston   **December 2023 – September 2024**
Desk Assistant
- Guide 30+ students or parents daily regarding residential issues or direct them to the appropriate resources for resolution.
- Assist in 5+ administrative tasks daily, including filing, data entry, documentation, incoming email & calls, and more.

Bauer College of Business | University of Houston   **September 2024 - Present**
Teaching Assistant - Accounting Department
- Assist 2 Accounting Professors with discussions, grading assignments, and providing personalized student support.
- Collaborate with professors to design course materials and enhance the learning experience for diverse student groups.

PROJECT EXPERIENCE

CRM System Development | GNL VINA   **May 2024 - August 2024**
System Admin
- Developed and maintained a customized Zoho CRM solution to streamline sales and marketing processes
- Automated communication workflows, follow-up processes, progress tracking, automated cold outreach, and contact management to enhance operational efficiency
- Optimized the sales flow, resulting in a more efficient, cost-effective sales and marketing pipeline

Airtable & Zapier integration | Ping Pong @ UH   **March 2024**
Database Administrator
- Utilize Airtable to manage members' database, member activities, membership status, and deadlines for Ping Pong at UH
- Develop automation to keep track of membership status as well as notifying members of payments' due dates
- Integrate Zapier to automate data import & email replying

Rice Datathon 2024 | Rice University   **January 2024**
The Best Visiting Team
- Compete against over 550+ students across Houston such as the University of Texas or Rice University
- Exploring data to understand the most harmful substances and their consequences, therefore proposing recommendations to the FDA regarding possible courses of action to limit the effects of those substances
- Received recognition as "The Best Visiting Team" out of 350+ visiting students and 100 visiting teams

LEADERSHIP & ACTIVITIES

Code[Coogs]   **December 2024 - Present**
Collaboration Director
- Facilitate 10+ collaboration opportunities such as Competitions, Workshops, Professional Meetings, and Social events
- Coordinate 15+ events between Code[Coogs] and other organizations such as Ion District, MISSO, CougarCS, and SASE
- Collaborate with Collaboration Interns, VP, and 3 Operational Directors to promote engagement within the CS community

Ping Pong @ UH | University of Houston   **February 2024 - Present**
Co-Founder & Treasurer
- Collaborate with a team of 7 officers to brainstorm, prepare, and execute weekly events as well as semesterly tournaments
- Delegate post-meeting action items to officers contribute to brainstorming and executing fundraising events as well as contact sponsors to find suitable sponsorship packages for the club's operations.
- Manage and handle up to $5,000 in cash for events and equipment used for the daily operation of the club

Management Information Systems Student Organization (MISSO)   **January 2024 – Present**
Personal Development Committee & Database Committee Member
- Creating connections through active networking with 550+ members of MISSO as well as corporate partners
- Increase knowledge of the MIS field by attending 30+ professional meetings with recruiting companies, bi-annual career mixers, and workshops to obtain insight into corporate culture and find opportunities within various aspects of technology