

ANGELINA DOAN

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Led project management at GetVirtual with a team-oriented, communicative approach that prioritized relationship-building and teamwork skills. Expert in managing timelines and task completion with strong analytical problem resolution. Flexibly and successfully navigated challenges with client's through creative thinking and research, meeting project goals in website development. Maintained productive client relationships at 7-11 and GetVirtual, ensuring consistent communication, expectation management, and achieving high client's satisfaction.

SKILLS

Computer: Python, Java, Excel, Data Analytics, Word, Powerpoint

Marketing: Social Media Marketing, Branding

Project Management: Business Proposal Writing, Project Planning, Resource Allocation, Client Relations

Creative Software Skills: Adobe Illustrator, Capcut

PROFESSIONAL EXPERIENCE

Senior Project Manager

January 2024 - Present

Santa Clara University Get Virtual, Santa Clara, CA

- Develop and launch WIX websites and target social media marketing strategies, boosting client visibility and online business growth. Teach clients how to manage their website and create social media posts.
- Track Progress by streamlining task organization, and conducting weekly check-ins with clients, 100% on-time project delivery and consistently surpassing client satisfaction goals and retention by meeting product requirements.
- Interview clients for service requirements, developed schedules with 80% success in forecasting cost and time projections, manage client's portfolio of products for their website, and handle administrative tasks including recording team hours through Excel to charge clients.
- Guide Project Manager Trainees in client communication and team organization, ensuring efficient project completion. Improving independent management skills, enhancing client satisfaction and project delivery times.

Shift Manager

July 2022 - September 2024

7-11 Convenience Store, Hayward, CA

- Operated the cashier, delivered excellent customer service, and ensured a smooth, welcoming shopping experience, which increased customer satisfaction and loyalty, contributing to a positive store atmosphere.
- Managed store operations, including restocking and maintaining cleanliness, leading to a more organized and efficient store environment that adhered to store policies.
- Managed daily cash reports and merchandise orders, ensured financial accuracy, and minimized store losses to nearly 0%. Managed inventory to consistently meet customer demand and enhance overall store efficiency.

Clubs and Organizations

President

September 2024 - Present

Santa Clara University Get Virtual, Santa Clara, CA

- Plan and facilitate executive board and club meetings to provide team status reports, deliver general updates, and collaborate with colleagues to set and execute actionable goals and coordinate activities, resulting in 5 more club events than previous quarters.
- Onboard and train new members by creating lessons through Canvas teaching how to use WIX and different social media strategies, equipping them to manage client projects effectively, and ensuring a seamless transition into project roles.
- Organize client teams based on member interests and skill sets, allocating resources to increase productivity, while boosting engagement and efficiency in meeting deadlines. Facilitate team members' professional growth and project satisfaction by actively soliciting their input on event planning, fostering a more inclusive and engaging environment.
- Network with other clubs and organizations to host events and develop websites, enhancing club visibility on campus and providing meaningful projects for team members.

EDUCATION

Santa Clara University, Santa Clara, CA

September 2023 - March 2027

Bachelor of Science in Commerce

Emphasis in Management Information Systems, Minor in Business Analytics

GPA: 3.839