

# VIEN QUANG HONG

Miami-Fort Lauderdale Area, FL | [linkedin.com/in/vienhong2205](https://www.linkedin.com/in/vienhong2205)

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*Technical operator and full-stack developer specializing in building end-to-end AI and automation solutions for small businesses. Proven ability to translate complex cloud infrastructure into practical operational tools for non-technical staff. Experienced in navigating stakeholder constraints, from managing commercial lease transitions to deploying custom SaaS platforms. Actively building technology that makes local brick-and-mortar operations faster, cheaper, and more resilient.*

## EXPERIENCE

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### Founder & Technical Solutions Lead

May 2025 – Present

#### *Digital Agency (Self-Employed)*

Miami-Fort Lauderdale Area (Concurrent with Undergraduate Studies)

- **Full-Stack & AI Development:** Scoped, engineered, and deployed the Eezy software suite, building EezyTurn (HTML, CSS, JavaScript, Firebase, Vercel) to automate technician service turns and customer check-ins, and integrating Eezy-AI as an automated phone receptionist to handle real-time inbound calls and appointment scheduling.
- **Digital Growth & Local SEO Strategy:** Launched EezyMarketing to accelerate small business growth, leveraging Google Services—including Google Maps optimization, strategic review management, and 360° Virtual Tours—to dominate local search visibility and drive customer acquisition for brick-and-mortar locations.
- **Prototyping & Systems Design:** Designed an interactive iOS mobile application UI (Toi Nail Spa) to unify booking, digital rewards, and transaction history across a multi-location enterprise, bridging physical retail constraints with modern mobile convenience.
- **Operational Implementation:** Acted as the translation layer between complex cloud infrastructure and non-technical staff; ran hands-on training sessions to turn salon managers into confident system administrators who could own the tools independently.
- **Project Management & Stakeholder Alignment:** Secured long-term management contracts for anchor clients by managing full-cycle digital transformation, navigating sensitive customer payment disputes, and coordinating critical municipal code compliance audits with local fire departments.

### Independent Merchant Services & POS Consultant

Apr 2021 – Present

#### *Freelance / Contract*

Miami-Fort Lauderdale Area (Concurrent with Undergraduate Studies)

- **Payment Processing Solutions:** Acted as an independent sales agent representing major platforms including CardConnect and Clover, tailoring merchant accounts, e-commerce gateways, and credit/debit processing systems to local small business needs.

- **POS System Integration:** Managed client onboarding, technical setup, software integration, and ongoing account support for REWANOW POS, ensuring systems matched the operational workflows of retail and beauty salon clients.
- **Operational Bridge:** Translated technical POS system capabilities and payment infrastructure into practical configurations for small business owners, minimizing transaction friction and optimizing checkout efficiency.

## PROJECTS

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**Toi Nail Spa – Booking & Rewards iOS Prototype**

2026

- Designed an interactive mobile application UI to unify booking, digital rewards, and transaction history across a multi-location enterprise.
- Created a scalable front-end framework that standardizes the digital customer experience, bridging the gap between physical retail operations and modern mobile convenience.

**EezyTurn – Salon Turn Management System**

2026

- Engineered a custom algorithm (Polishd T) to calculate Full, Half, and Bonus turns based on customizable service pricing thresholds, ensuring fair distribution of work among staff.
- Implemented a secure PIN-based self-service architecture for technicians and built an intuitive manager dashboard with manual override capabilities to handle real-time walk-ins.

## EDUCATION & CERTIFICATIONS

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**Florida International University (FIU)**

Expected 2026

*Undergraduate Degree Program*

**Anthropic / CodePath**

2026

*Certificates: AI Fluency Framework & Foundations, Claude 101*

**Google**

2026

*Google AI Professional Certificate*

## TECHNICAL SKILLS

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- Languages:** Python, HTML, CSS, JavaScript
- Tools & Cloud:** Firebase, Vercel, Claude API, AI Prompting & Orchestration
- Operations:** End-to-End Scoping, POS Integration (Clover, CardConnect), System Runbooks