

## Dang Thu Hoai

[thuhoaideng1802@gmail.com](mailto:thuhoaideng1802@gmail.com) | 0385440150



## EDUCATION

### Hanoi Law University

**School address:** 87 Nguyen Chi Thanh Street, Lang Thuong, Dong Da, Hanoi

**Faculty:** Law.

**GPA:** 3.23

**Year of graduation:** 2024

**Prize:**

- + Second prize in the form of team competition of the Competition on child-friendly mock trial program (organized by University of Law, EU, UNICEF).
- + Consolation prize of the contest "Students for scientific research in 2023" organized by Hanoi Law University.

### Foreign Trade University

**School address:** 91 P. Chua Lang, Lang Thuong, Dong Da, Hanoi

**Faculty:** Business English.

2027

**Year of graduation:**

## EXPERIENCE

### **High People's Court in Hanoi**

Position Name: Intern

- Filling documents;
- Printing and binding documents/court's judgment;
- Numbering papers and documents;
- Receiving and delivering documents;
- Preparing, distributing documents and papers for inclusion in consideration file;
- Other administrative works.

Hanoi  
T9 - T11/2023

## EXTRACURRICULAR ACTIVITIES

① **Name of institution:** Centre for Foreign Economic Research Training and Consultancy - FERETCO of Foreign Trade University

Position Name: Visitor

11/2023

- Program: Business Tour: Nhat Quang Steel Factory (Hung Yen)

**Activities:**

- Factory tour;
- Q&A about the Factory Management System;
- Meeting up with Executive board of the company;
- Experience and observe the daily activities in the factory and the standards that a factory must have.

② **Organization Name:** Phuong Thao Garment Company Limited

Salesclerk

06/2023 - 08/2023

**Activities:**

- Welcoming customers;
- Studying about products (history, type of product, size, schools, sew with a sewing machine), services, and procedures to better serve customers;
- Resolve customer issues by offering solutions or alternatives, and following up to ensure their satisfaction;
- Collaborate with other team members to ensure customer satisfaction and retention.

**③ Organization Name:** Bami King Company Limited

Position Name: Cashier

06/2022 - 05/2023

**Activities:**

- Respond to customer inquiries directly or indirectly via phone in a timely and professional manner (99% of the time would be direct);
- Resolve customer issues by offering solutions or alternatives, and following up to ensure their satisfaction;
- Collaborate with other team members to ensure customer satisfaction and retention
- Escalate unresolved customer issues/complaints to the appropriate departments for further investigation;
- Collect insights and feedback for product improvements;
- Continuously improve knowledge of products, services, and procedures to better serve customers.

**④ Organization Name:** NGUOC - LOOK UP

Position Name: Temporary staff (bilingual)

03/2023

- Program: Study abroad workshop

**Activities:**

- Assit with on-site event setup and teardown;
- Support event operations, including event flow, monitoring the catering/security/cleaning service on the day, and addressing any issues assigned by their line manager;
- Coordinate with volunteers and staffs for smooth event operations.

**⑤ Name of institution:** Hanoi Law University

Position Name: Leader

09/2022 - 03/2023

- Program: Scientific research student award

**Activities:**

- Monitoring the design, planning and strategy analysis of research projects
- Responsible for the writing of research reports, papers, presentations, and other programme documents etc.;
- Responsible for research program management and undertake part of the administrative work of re-search division;
- Participate in research conferences and exchange activities;
- Coordinate translations of key programme documents

**⑥ Name of institution:** Foreign Trade University

Position Name: Leader

11/2022 – 02/2023

- Program: Start-up with Kwai

**Activities:**

- Develop Start-up project
- Develop an annual plan with the Project Team

- Support visibility and public awareness of the Project's activities by drafting, editing, and preparing communication related products and materials including press release, blog posts, web stories and human-interest stories, which demonstrate the impact of the project.

**⑦ Organization Name:** Youth Club

Position Name: Staff, leader

09/2022 - 02/2023

***Participating programs:***

- Mr. Cong Ong Apple Program | Long Bien Bridge, Hanoi;
- Dien Bien Heating Program | Muong Dun commune, Tua Pagoda district; Dien Bien province;
- Green Sunday Program | Tay Ho, Hanoi;
- Charity Concert: Blue Ocean |Grand Plaza - 117 Tran Duy Hung;
- New Year's Day at the temple | Effervescent Pagoda, Phu Thi, Gia Lam

***Activities:***

**\* Event Planning and Coordination:**

- Assist in developing and implementing event plans and timelines, including event decoration plan, briefing documents, merchandise arrangement, and volunteer training;
- Assist in creating and distributing event materials such as invitations, programs, and promotional content.

**\* On-site Event Support:**

- Assist with on-site event setup and tear down;
- Support event operations, including event flow, monitoring the catering/ security/ cleaning service on the day, and addressing any issues assigned by their line manager;
- Coordinate with volunteers and temporary staff for smooth event operations.

**\* Post-Event Activities:**

- Assist with post-event reports and recommendations;
- Participate in post-event debriefs and summarize meeting minutes;
- Collect and analyze feedback from attendees, vendors, and staff;
- Assist with reconciling expenses and tracking the event budget.

**⑧ Organization Name:** Youth Club for blood donation at VNU University of Foreign Languages

Position Name: Volunteer

01/2023

- January Sunshine Program | National Institute of Hematology and Blood Transfusion.

***Activities:***

- Call for blood donors;
- On-site Event Support

## SKILLS & HOBBIES

**Hard skills:**

- + Legal research and analysis
- + Problem solving and critical thinking
- + Comprehensive Legal English
- + Organizational and time management
- + Communication and interpersonal skill

**Soft skills:**

- + Proficient in computer and MS Office

**Competencies and values**

- + Professionalism

- + Integrity
- + Teamwork and respect for diversity
- + Commitment to continuous learning
- + Planning and organizing
- + Communication
- + Flexibility
- + Genuine commitment towards the principles of the company, which includes solidarity, compassion, reciprocity and self-reliance; and commitment towards job.

**Language:**

- + English: Intermediate
- + French: Beginner
- + Chinese: Beginner

**Hobby:**

- + Read books, study legal knowledge
- + Edit video
- + Web programming by HTML/CSS