



DO NGUYEN CHI MAI

CAREER OBJECTIVES

- To contribute to a positive workplace culture
- To ensure excellent service standards, respond efficiently to customer enquiries and maintain high customer satisfaction

WORK EXPERIENCE

April 2023 - now: Career break/ Career gap: do some freelance job

Operation Assistant | HSBC Vietnam

Sept 2022 - March 2023 (sign 3rd party contract with Talentnet Corporation)

- Personal assistance tasks:
 - Assist a project manager to implement a core banking system project
 - Keep track of pending actions and get it solved within the timeline
 - Prepare meetings and take meeting minutes
- Cross-functional internal communication:
 - Act as a contact point for all teams to conduct the project
 - Deliver concise messages to wide teams
 - Support departments on their concerns and follow up with region to address these concerns

Personal Admin Assistant Intern | Konnex Company Limited

Feb 2022 - August 2022

- Personal assistance tasks:
 - Assist CEO with administrative tasks
 - Monitor and prepare periodical reports for CEO
 - Implement projects of logistics consulting services as instructed
- Client communication:
 - Keep contact with clients by phone, email, social networks, and events

Human Resources Intern | Antdemy Company Limited

June 2021 - August 2021

- HR strategic planning:
 - Plan bonding activities for interns during remote working period
 - Plan effective company structure for working from home
- Recruitment and social media communication:
 - Create recruitment content for clients on the company's media pages (Website, Fanpage, LinkedIn) and respond to messages
 - Promote "Antdemy Internship Program 2021" on social media

Chess Coach | Royal Chess

November 2020 - May 2021

- Prepare, develop training plans and conduct individual/group lessons
- Provide continuous support, assessment, and feedback

OTHER ACTIVITIES & AWARDS

STEM-Focused EnglishWork! Scholarships 2024

Among 250 youths nationwide to be awarded by the U.S. Embassy Hanoi

Excellent Performance - Virtual Cross-Cultural Research Program 2022

Research on sustainable fashion materials

Top 5 Finalists - GBA Business Challenge 2021

Project on designing triboelectric nanogenerator carpets

Act as project admin for the team, passing 60 teams to be the finalists

Vice President of Industrial Management Class School Year 2019-2020

2nd Prize - OISP Presentation Contest 2018

Share insights about the community project on mentoring youths

Other Research Projects

Impact of Electronic Word of Mouth on Purchase Intention

Board Characteristics and Earnings Management of Listed Company

CONTACT

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EDUCATION

HCMC University of Technology
Office for International Study Programs
2018 - 2022

B.A. in Industrial Management

- Concentration: **Business Administration**
- Language of Instruction: **English**

CERTIFICATES

- IELTS 6.0
- Microsoft Office Specialist
- SAP Management Information System
- Managing Project Stakeholders
- MC Course

SKILLS & ABILITIES

- A supportive and cooperative team player
- Effective planning and time management
- Pay close attention to details
- Excellent verbal and written communication
- Strong cross-functional communication
- Proactive and outcome-oriented
- High technological proficiency (MOS, design applications, AI)

REFERENCES

Ms. Tran Thi Thuy Tien

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