

HANH NGUYEN

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SUMMARY

Focus on delivering impactful results, eager to tackle dynamic challenges and apply creativity to craft intuitive user experiences. Demonstrated proficiency in project management, user-centric problem-solving, and seamless collaboration across teams. Skilled in leveraging state-of-the-art tools and methodologies to streamline processes and elevate user satisfaction

SKILLS

Communication	Canva, Photoshop, Capcut	Accessibility
Research	MS Office	Time management
Problem-solving	Usability CRM	Research

PROFESSIONAL EXPERIENCE

Content Moderator, Gear Inc. Jan 2022 - Feb 2024

- Ensure legal compliance and safety of content uploaded to our platform.
- Responsible for the development, improvement, and maintenance of standards for social platforms
- You will improve the content management strategy for platforms.
- Analyzes performance trends (volume, AHT, latency, utilization, shrinkage, attendance).

Sales Assitants & Marketing, Levici Feb 2024 - Feb 2025

- Support the sales department in tasks related to quotations, contracts, and orders.
- Monitor order progress, coordinate with related departments to ensure on-time delivery.
- Receive and process customer requests, support answering questions.
- Support marketing for merchant : Social media channels including but not limited to Facebook, Instagram, Google, Yelp.

Content Creator Fanpage, Mam Mam Ly Son fanpage May 2019-Present

- Building and developing the fanpage from 0- 800 followers.
- Creating and executing the content idea will improve the content management content for fanpage
- Analyzes data to collect accesing of uers, developnet suitable contents

EDUCATION

Bachelor of Investermment Economics 2018 - 2022

- Da Nang University Economics
- Top 10 excellent students of the faculty

ADDITIONAL INFORMATION

- **Languages:** English (TOEIC: 750), Mandarin (HSK3)
- **Certifications:** Bussiness Analyst
- **Awards/Activities:** 3rd Place, Scientific Research: Consumer Behavior Towards Domestic Local Fashion Brands.