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“ **Proactive, curious, and detail-oriented**, I thrive in dynamic environments where I can apply my strengths in data analysis, cross-functional coordination and market insight. Passionate about optimizing commercial operations and driving cost-effective performance. ”

EDUCATION

UEH - International School of Business (UEH-ISB)

08/2021 - 03/2025

- Major: International Business, Honour Bachelor Degree
- Current GPA: 3.54/4.0

EXPERIENCE

Siam Cement Group

Customer Relation Intern

08/2024 - 11/2024

- Created a Power BI dashboard to monitor service performance for key B2B partners, showing unserved orders, product categories, delay reasons and responsible customer service officer, enabling the leader to quickly evaluate order fulfillment efficiency.
- Supported the sales process by preparing tailored product proposals, ensuring alignment with customer demand.
- Led the implementation of Zalo OA, structuring automated FAQs and improving response efficiency, significantly reducing routine workload for front-line support team.

SHOPDI JSC - an e-commerce platform startup applied blockchain technology.

Project Assistant

12/2022 - 02/2023

- Conducted research on technology suppliers and analyzed market trends to support product planning and updates.
- Updated and maintained product information and SKU accuracy in the company database.
- Assisted in translating, compiling, and organizing key business documents, including contracts and invoices, to support smooth coordination across departments.

ACTIVITIES

HR - STARTUP CLUB

Leader

04/2022 - 09/2023

- **1/6 Volunteer Program 2023:** Led the team develop fundraising ideas - Facebook page Handmade for Donation (5,100 followers), Music Night "KI:TE" (+150 attendees) and Individual Selling Activities (70 members). Generated 18.000.000 VND in overall profit through multi-channel fundraising.
- **STARTUP ZONE 2023:** Secured partnerships with sponsor companies and maintained communication with over 2,500 competition participants via email and phone, ensuring smooth information flow and support.

ACHIEVEMENTS

TOP 5 - Supply Chain Hackathon 2024 | Issued by UEH - ISB Youth Union

07/2024

- Surpassing over 200 teams in the hackathon competition solved problems related to Nike's logistic capabilities within a 10-hour timeframe. Developed a comprehensive risk analysis and mitigation plan.

SKILLS

Language

- English: Professional working proficiency - IELTS 6.0
- Chinese: Conversational - HSK4

2021

Technical

- Power BI: Basic data visualization and dashboard creation.
- Excel: VLOOKUP, Pivot Tables, and conditional formulas.