

**EDUCATION****University of Economics Ho Chi Minh City (UEH)**

Class of 2022

Dual-Bachelor Degrees of Economics and Finance-Banking

Grade: Distinctions for both, CGPA 8.15/10.0

- Minors: Real Estate, Corporate, and Financial Investments
- CFA Student Scholarship 2022 (awarded to 1 of 6 for UEH excellent students)
- Prize A, The UEH Young Economist 2022 with fintech research paper
- The Euréka Scientific Research 2022, Ho Chi Minh City
- and Leader of 50-student class of UEH School of Economics, Batch 44

**The Hong Kong Polytechnic University**

Class of 2022

Healthcare Business, Engineer in Management [Exchange program]

**CFA Institute Student Scholarship**

Offered in 2022

**WORK EXPERIENCE****Manpower Vietnam**

Jul 2024 – Oct 2024

*Senior IT Support Engineer – User Manager (Fulltime)*

- Proficient in product features, understanding VIP user needs and behaviors.
- Maintain daily contact with VIP clients, support and resolve VIP's issues with highly urgent.
- Query data on Datapower for ad-hoc research, reporting, and customer insights.
- Collaborate with operations team, gather feedback, and ensure VIP user satisfaction.
- Lead a 5-engineer team working 24/7 on this project, almost focus on USCA and AUNZ clients.
- KPI: resolved ~40 personal tickets per day for USCA clients (working in VN night shift).
- Support channel: chat, remote session for enterprise cases.

**WiCloud Corporation (for Microsoft )**

Dec 2023 – Jun 2024

*Support Technical Engineer – Queue Manager (Fulltime)*

- Represent Microsoft and manage customer support in the U.S. and Europe.
- Lead a 7-engineer team working 24/7 on Azure Information Protection and Microsoft Purview.
- Successfully assisted and collaborated with senior advisors at Kensington Palace, UK.
- KPI: resolved 30 tickets per week, including high-priority Sev A and B issues; subscription rate: 70% from new customers.
- Supported channels: chat, email, call, and remote sessions via Microsoft Teams.

**INTERN EXPERIENCE****An Early-Stage Fund [Confidential Enterprise] from Dragon Capital with Ms. Li Dong**

Dec 2022 – Mar 2023

*Investing and Finance Intern*

- Conduct research and analysis on investment opportunities in various sectors
- Assist in evaluating potential investment options
- Participate in due diligence activities, including gathering and verifying data

**Mekong Capital – Private Equity**

Oct – Nov 2022

*Full-time Intern*

- Assist in developing and implementing the firm's communication strategies and plans
- Support the creation and dissemination of press releases, newsletters, and social media posts
- Assist in maintaining and updating website and social media channels, ensuring consistent and engaging content

**U.S. Consulate General Ho Chi Minh City**

Jun – Oct 2022

*Budget and Operation Analyst*

- Budget and Fiscal Management
- Trust fund budget formulation and Execution
- IT, Office, and Project management

**EXTRA ACTIVITIES [PROJECTS]****Youth Climate Action Network (YNET Viet Nam) from United Nation**

Feb – Jun 2022

*Partnership & Stakeholder Engagement*

- Forecasted the project budget for stakeholders to meet their goals
- Expanded external supports for private entrepreneurs conducting social responsibility
- A reference letter from the Co-Founder

**International Model United Nations (IMUN) from Unicef x Royal Australia AirForce (RAAF)**

Jan – Mar 2022

*Campus Ambassador Intern*

- Raised people's awareness about community-oriented development problems
- Conciliated divergent views across the regional cultures by applying critical thinking

## SKILLS

Data Analytics Time Management  
Graphic Design Financial Analysis

Strategic Vision  
Leadership

Networking  
Negotiation

Project Management  
Self-Research

## PUBLICATION

- *Analyzing the elements which influence the chances of using Fintech in a “new normal” situation regarding the COVID-19 lockdown in Ho Chi Minh city, Viet Nam, ISBN: 978-604-79-3253-5 [page 251-279]*
- *The Relationship Between Corporate Social Responsibility and Financial Performance: Empirical Evidence from Vietnam. The Journal of Asian Finance, Economics and Business, 8(8), 75–83. <https://doi.org/10.13106/JAFEB.2021.VOL8.NO8.0075>*

## CERTIFICATIONS

2-course certificates in Sustainable Finance & Green Economy, UNITAR

Jun 2022

4-course certificates in Health Economics and Financing, Unicef

Mar, Apr 2022

Energy Economics, Environment, and Policy, ADB Institute

Mar – Jul 2022

Nature & Biodiversity, Movers Program

2022

The Road to Stockholm+50 – Regional Dialogue

Apr 2022

Healthcare Business, The Hong Kong PolyU

Mar 2022

Fundraising and Business Concepts, U.S. Consulate General HCMC

Sep 2021 – Jul 2022

The Internet and Computing Core Certification, Pearson VUE Business

Sep 2019

## Reference Letter

February 8th, 2021

Ngo Ky Lam  
Chief Executive Officer  
Xuyen Viet Car Corporation (Otosaiagon.com)  
402 Nguyen Thi Minh Khai St., Ward 5, Dist. 3, HCM City  
Email: lamnk@otosaiagon.com

To whom it may concern,

Mr. Vo The Trung has worked at Xuyen Viet Car Corp for almost a year as an intern since Mar 2<sup>nd</sup> 2020. During the time at our company he has exhibited a very high level of productivity as an intern. Mr. Trung produces a high volume of work while consistently maintaining high standards for quality and accuracy.

Mr. Trung possess a "can do" attitude while taking on challenging tasks. His upbeat personality and engaging personal style enable him to interact effectively with other staff in the company. He is also very creative and thorough in his works.

I volunteer to write this recommendation for Mr. Trung because I appreciate his contribution to our company, and I am very confident that he has potential to grow on his career path.

Feel free to contact me if you have any questions about this brilliant young man.

Best regards,

Ngo Ky Lam.

