



SAI THI HAI YEN

LEGAL INTERN

12/07/2003



+8438 715 5739



haiyen.work127@gmail.com



[Linkedin](#)

EDUCATION

BACHELOR OF ECONOMIC LAW
GPA 3.21/4.0

**HCMC University of Foreign
Languages and Information
Technology**

2021 - 2025

SKILLS

- Possess strong analytical thinking.
- Proficient in document drafting and review.
- Able to handle high-pressure situations.
- Ability to multitask and prioritize workload effectively.
- Flexible in working independently and teamwork.
- Excellent communication skills (both written and verbal).
- Able to quickly learn and retain information.
- Attention to detail.

PROFILE

As a recent graduate, I am eager to work, develop myself, and gain experience in the field of Corporate Legal, particularly in the position of Legal Executive. Possessing a strong foundation in legal principles and a commitment to professional growth, I am confident in my ability to excel in this role and add value to your organization.

WORK EXPERIENCE

Tan Phu District People's Court

JUN - DEC 2024

Legal Intern

- Research on procedures for accepting and resolving criminal, civil, commercial and business cases.
- Assist judges in drafting and reviewing documents (Notices, Decisions, Judgments, etc.)
- Support in the process of issuing and serving documents to the parties
- Assisted the judge in monitoring and communicating with the local police, retrieving the Verification Form of the parties involved to continue the litigation process.
- Supported the secretary in reviewing, checking, and organizing documents in chronological order within case files.
- Administrative support to the judge by photocopying and printing documents related to case files.

MEOBER.VN

MAY 2023 - MAR 2025

Team Leader of Customer Service - Host Livestream - VJ

- Assisted in developing procedures for handling returns and refunds on e-commerce platforms, and represented the company in disputes with the platforms regarding these orders.
- Received and resolved customer complaints regarding orders on e-commerce platforms and in-store, ensuring timely and effective resolution.
- Provided customer care, offered information on new products/services and promotions, and collected customer feedback.

LANGUAGE

- English (Proficient)
- Vietnamese (Native)

- Analyzed and improved customer service processes (Monitored and collected data on common issues, analyzed data to identify bottlenecks and problems in the customer service process, and proposed solutions to improve the process and enhance service quality).
- Managed and supervised the customer service team (Participated in the recruitment of customer service staff, developed and implemented training programs; effectively allocated tasks to team members, ensuring clear responsibilities and appropriate assignments based on individual abilities).
- Livestream and provided customer consultations through e-commerce platforms.
- Filmed VJ segments for product and store promotional videos.

CERTIFICATIONS

In-house Counsel Training Course 3.0		
Published by In-House Counsel Academy		9/2024
Legal Specialist Training Course for Law Firms and Legal Practices 2.0		
Published by In-House Counsel Academy		9/2024
TOEIC 875 – Test of English for International Communication		
Published by IIG Vietnam		7/2024
MOS EXCEL/WORD –Microsoft Office Specialist		
Published by IIG Vietnam		5/2024