Truong Hoang My Duyen
Food Service Category Staff

Chanh Hung ward, Ho Chi Minh City   thmd2102@gmail.com   +(84) 943076071   LinkedIn

CAREER OBJECTIVE

Motivated and detail-oriented student majoring in Actuarial Science, seeking to start my career in retail merchandising as a Food Service Category Staff. I aim to leverage my experience in customer service, supplier coordination, and data handling to support category growth, optimize inventory, and contribute to store performance.

WORK EXPERIENCE

Circle K Vietnam   **Full-time**
CSR Trainee   *08/2025 – Present*

- Assist in sales, customer service, and daily store operations
- Manage product display, stock arrangement, and cleanliness
- Support the store manager in maintaining smooth retail operations

Potico.vn | Flower Store Vietnam   **Part-time**
Executive advertising   *07/2024 – 04/2025*

- Supported customers in product consultation and order placement via chat and phone.
- Handled inquiries, complaints, and coordinated with suppliers in HCMC and Hanoi to ensure smooth operations
- Entered and maintained product data accurately in the system

Pixie Vietnam Co.ltd   **Part-time, remote**
Executive advertising   *08/2022 - 04/2024*

- Operated the Lazada shop, achieving a 150% growth rate
- Managed ads and achieve an average Return On Ad Spend of 10.5 for Shopee On-Platform Ads, 10.5 for Shopee CPAS, and 10.0–11.0 for TikTok Product Shopping Ads, etc
- Cleaned and analyzed advertising datasets using Excel's formulas to identify KPI trends, providing data-driven recommendations that improved campaign

EDUCATION

University of Economics Ho Chi Minh City

Actuarial Science - Economic Mathematics   • *GPA: 3.04/4.0*   *12/2025*

SKILLS

- Retail & Operations: Customer Service, Supplier Coordination, Inventory Support, Merchandising
- Data Visualization & BI Tools: Power BI (DAX, dashboarding), Excel (PivotTable, VLOOKUP, Common Functions, Power Query)
- Basic office computer skills: Work, Google Workspace, Power Point, Canva Slide
- Others: Data Cleaning, Data Transformation, KPI Analysis, Forecasting
- Soft skills: Analytical skill, Problem solving skill, Strong Presentation, Excellent Communication, Good English skills

ACHIEVEMENTS

Excellent Assignment Award - UEH 500
- Truncated & Censoring Distribution, and application in the insurance field   *03/2024*

Top 3 of the 2023 Competition: A Series of Economic Event Commentaries - SEMS Department
- Topic: Sustainable Finance Horizons   *12/2023*

Top 3 of the 2023 UEH Debate - SEMS Department
- Topic: Actions for Green Growth and Sustainable Development   *08/2023*

ACTIVITIES

Volunteer Program: *Xuan Tinh Nguyen* - SEMS Department
- Head of logistics   *01/2024*

Volunteer Program: *Vui Hoi Trang Ram* - SEMS Department
- Logistics team member   *09/2023*

CERTIFICATES

Test of English for International Communication (TOEIC)
- Score: 680/990

IC3 Digital Literacy Certification

Certificate of Participation (SOA Research Institute)
- Participating in the 2025 SOA Research Institute Student Research Case Study Challenge