

Frank Thaingtham

FrankThaingtham@hotmail.com ❖ (336) 684-6197 ❖ Burlington, NC/Chapel Hill, NC

WORK EXPERIENCE

UNC University Registrar

May 2023 – July 2023

Registration Services Assistance

Chapel Hill, NC

- Excellent customer service: Provided exceptional support to students, staff, parents, and third parties through phone, email, and office appointments.
- Efficient administrative support: Assisted in processing student record requests, scanning and linking documents, and verifying academic records data.
- Course registration and data management: Supported course registration processes and maintained data integrity in Perspective Content and ConnectCarolina.

Nicole Cockerham - State Farm Insurance Agent

January 2022 – May 2022

Intern

Burlington, NC

- Conducted job shadowing in the marketing department, assisting with various tasks to promote the company's services.
- Contributed to email marketing campaigns by writing and sending over 500 personalized emails to customers, resulting in increased engagement and sales.
- Provided support for brand awareness initiatives by wrapping water bottles with logos, and distributing them at events and conferences, ensuring that promotional material were visually appealing.

Southeast Cinemas Alamance Crossing

August 2021 – November 2021

Concession Worker/Cleaner

Burlington, NC

- Delivered exceptional customer service by greeting patrons, providing recommendations on snacks and beverages, and ensuring that all guests had an enjoyable experience at the theater.
- Maintained a clean and organized theater environment by regularly cleaning and restocking concession stands, sweeping and mopping floors, emptying trash can, and cleaning the theater.

Sushi-Thai Cary

June 2021 – July 2021

Sushi Chef

Cary, NC

- Served as a part-time sushi chef, gaining valuable experience in a fast-paced and high pressure environment, while maintaining exceptional and fast quality standards for sushi preparation and presentation.
- Demonstrated a strong knowledge of the restaurant's menu, memorizing over 20-30 rolls and their ingredients to provide a quick and accurate dish.

EDUCATION

University of North Carolina at Chapel Hill

May, 2026

B.S Pre-Information Science

Chapel Hill, NC

- Member of Asian American Student Association, KASAMA, Vietnamese Student Association
- Volunteer for Pigstock 2023 and Women in Tech Week 2023
- Covenant Scholar

SKILLS

Programming: Python, Java, and familiar with R, html, css with basic experience.

Data Analysis: Knowledge in Excel for data analysis and manipulation, Tableau for data visualization and reporting.

Multilingual: English(Fluent), Thai(Fluent), German(Limited Working Proficiency), Spanish(Elementary).

Other: Customer Service, Fast and Willing Learner, Responsible, Independent, Dependable, Attention to Detail.