



# Nguyễn Thị Xuân Lan

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## OBJECTIVE

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I always wish to have professional environment professional environment to learn experience and devote my savvy that likes a vital preparation for my long term career development. A marketing position, working in active environment with precious opportunities for career promotion and can apply savvy in university to real life.

## EDUCATION

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Oct 2014 - May 2018	<b>FPT University</b> Business Administration
Aug 2011 - Jun 2014	<b>Ngo Van Can High School</b>
Aug 2007 - Jun 2011	<b>Thanh Ngai Secondary School</b>
Aug 2002 - Jun 2007	<b>Thanh Ngai Primary School</b>

## WORK EXPERIENCE

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may 2017 - feb 2018	<b>Mangoads</b> Content marketing
jan 2017 - may 2017	<b>Cong vietnam</b> Content marketing
Jul 2016 - jan 2017	<b>Working as a tutor</b>
Apr 2016 - May 2016	<b>Clinique in Diamond Plaza</b> Telephonist

## ACTIVITIES

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Oct 2016	<b>English Funny Club of FPT University</b>
Jun 2016	<b>48 hours movement of FPT University</b>
Feb 2016	<b>"Banh Chung Xanh Ben Dua Hau Do" Charity Group</b>
Jan 2015	<b>FPT Event Club</b>

## CERTIFICATIONS

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2018	Bachelor of Business Administration
2015	IELTS 6.0 issued by FPT University
2012	A Computer license

## PERSONAL SUMMARY

I focus on challenging myself and improving my knowledge. Creativity and flexibility is my advantage. Moreover, I have ability to combine my analytical skills with interpersonal skills. I can not only build and maintain high-quality business relationship but also achieve common goal effectively.

## SKILLS

<b>Language</b>	English, Chinese
<b>Computer</b>	Word, Excel, Powerpoint, Statistic Tools (SPSS), Adobe illustrator, Adobe photoshop.
<b>Soft Skills</b>	Working in group, Communication, Leader, Negotiation.

## PROJECTS

### Customer satisfaction toward 4G internet service - A case study of Viettel Telecom

(Dec 2017 - Apr 2018)

<b>Customer</b>	FPT University
<b>Description</b>	Analysis the factors affecting customer satisfaction toward 4G internet service and propose recommendation to help Viettel Telecom improve their performance in order to enhance customer satisfaction.
<b>Team size</b>	4 members
<b>My position</b>	Leader
<b>My responsibilities</b>	<ul style="list-style-type: none"> <li>- Delegating task for group members</li> <li>- Writing literature review</li> <li>- Collecting data</li> <li>- Analysis data</li> <li>- Do presentation</li> </ul>
<b>Technologies used</b>	Spss tool

## INTERESTS

Traveling, reading book.

## REFERENCES

Mss. Nguyễn Ngọc Linh  
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Ms. Trương Thị Thu Phương  
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