

**Ngô Nguyễn Hoàng Lâm**

Address: G109, Duoc Pham 2, Dong Nhan, Haibatrung, Hanoi

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**Career Objective**

To contribute, learn and grow in modern and suitable environment in information technology industry. Willing to learn more knowledge and skills needed to accomplish the position’s requirement and to create more value for my company and customers as well as advancing in my career. I am a hardworking and goal-oriented individual with a solution-oriented mindset and a dedicated team player who can be relied upon to achieve the team’s goal.

**education**

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| **Trung Tam JAVA**  Part time studied of Java Core, Java OOP, Java coding convention, SQL, JDBC.  Achievement: Book Manager connect with SQL database, Game Battleship, Game Pong, Flash Card Maker | Hanoi, Vietnam  10/2018 - Present |
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| **Lee University**  Bachelor of Science, Business Administration, Management Emphasis  GPA: 3.1/4.0  Achievement: Winner team of capstone project: business model simulation competition. | Cleveland, TN, U.S  08/2011 – 12/2015 |

**Work Experience**

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| **Paradise Travel** | Hanoi, Vietnam |
| **Marketing & Customer Service** | 07/2017 – 08/2018 |
| Customer care, managing company’s TripAdvisor account, composing SEO articles, generating B2B leads, email and telemarketing.  Achievement: Increasing company’s TripAdvisor ranking from 3 stars to 4.5 stars, earning TripAdvisor’s Certificate of Excellence. | |
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| **Target Store** | Cleveland, TN, U.S |
| **Full-Time Associate** | 10/2016 – 04/2017 |
| Customer service. Managing goods in the store. Transporting goods. | |
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| **Amazon Warehouse** | Charleston, TN, U.S |
| **Full-Time Associate** | 06/2016 – 10/2016 |
| Transporting goods. Packing and shipping goods according to just-in-time method.  Achievement: Finishing 100% or above of targeted production every week. | |
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| **Alshabibi Catering Service** | Cleveland, TN, U.S |
| **Part-Time Associate** | 08/2016 – 12/2016 |
| Helping to set-up for weddings. Transporting equipment. Making food. Serving and Customer service. | |
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| **Laxamentum Business Concepts** | Chattanooga, TN, U.S |
| **Full-Time Salesman** | 01/2016 – 06/2016 |
| Analyzing customer information from database. Introducing AT&T tv and internet service to potential customers. Suggesting the product that best fits the customers’ need. Persuading the customers to purchase. Building, training sale teams. Performing 1st round interviews to filter out the best candidates for the company. Presenting monthly sales to manager and proposing plan to improve overall team’s performance.  Achievement: Taking on and fulfilling coaching responsibility after 2 months of working and interviewing responsibility 2 months after.  Highest sale in the month of March and April of 2016. | |
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| **Lee University Library** | Cleveland, TN, U.S |
| **Part-Time Associate** | 05/2013 – 12/2015 |
| Front desk. Customer service. Answering phone. Organizing documents and products. | |

**Activities**

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| **Lau Nuong 999** | Me Linh, Hanoi, Vietnam |
| **Front Desk Manager** | 08/2018 - Present |
| Greeting customers. Manually taking and managing orders. Helping kitchen with processing orders. Training new employees. | |
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| **Lee University Food Bank** | Cleveland, TN, U.S |
| **Event Coordinator** | 05/2015 – 08/2015 |
| Shelving and organizing groceries in the store for student at school and low-income people in the area. | |
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| **International Student Fellowship Club** | Cleveland, TN, U.S |
| **Event Coordinator** | 08/2014 – 05/2015 |
| Planning, setting up, and running event about international awareness. Meeting and helping new international student to connect with new environment. | |

**Skills**

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| C/ C++ | Java Core | SQL | English as a second language | Microsoft Office Word, Excel, PowerPoint |
| Sale | SEO content | Planning/ Organizing | Self-Teaching |  |

**OTHERS**

Toefl IBT 91

SAT CR 380

SAT Math 760

SAT Composite 1140

GMAT 590