

HUNG PHAM

Contact:

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SUMMARY

Business analyst with proven success in stakeholder engagement, data analysis, and reporting management, with a track record of delivering insights that increased customer satisfaction scores by 20% and improved operational efficiency by 15%. Coordinated divisional reports to drive strategic decisions, enabling senior executives to implement targeted improvements and achieve measurable outcomes. Seeking to apply my expertise in data-driven process optimization and stakeholder collaboration within a government role focused on enhancing public service delivery.

WORK EXPERIENCE

Administrative Assistant

Lan Khue Company Limited (June 2023 - present)

- Streamlined stakeholder communications, aligning project objectives and deadlines, which reduced project delays by 15%.
- Coordinated the creation of governance systems to track and maintain 98% compliance with performance and operational standards.
- Operated corporate events that enhanced brand engagement, reaching over 500 attendees per event and improving team efficiency by standardizing event workflows.

Marketing Analyst intern

DATA VIET., JSC (Jan 2022 - Sept 2023)

- Produced comprehensive data reports and analyses that directly supported marketing strategies, driving a 25% increase in customer engagement.
- Managed stakeholder reporting systems, enabling real-time monitoring of performance metrics and identifying key areas for improvement, resulting in a 10% boost in response times.
- Collaborated with senior executives to interpret data, transforming complex metrics into actionable insights that guided strategic decision-making.

External Affairs Specialist

SIFE RMIT Vietnam (Jun 2022 – Oct 2023)

Key Projects:

- Marketing Competition (June 15, 2023): Established the inaugural social marketing competition, attracting over 300 participants and securing sponsorships from prominent organizations.
- “Startup: Reward or Regret” Conference (December 16, 2023): Co-organized a high-impact business conference in collaboration with renowned investors and entrepreneurs. Achieved a turnout of over 450 attendees, 100,000 social media impressions, and coverage in more than 10 news outlets.

EDUCATION

Bachelor of Business Administration

June 2020 - June 2023

Royal Melbourne Institute of Technology

- Major in Business Administration.
- Final GPA: 2.80

Master of Business Analytics

Feb 2024 - current

Deakin University

KEY SKILLS

- Advanced Microsoft Office skills, particularly in PowerPoint and Excel.
- Proficient in data entry preprocessing using Python, Rapidminer, and Excel.
- Solid understanding of business processes and company strategy.
- Clear and professional communication skills, both verbal and written.
- Strong problem-solving abilities and analytical skills.
- Strong attention to detail.
- Strong sense of responsibility and ownership.
- Capable of working effectively under pressure.
- Eager to learn and a can-do attitude.