

# NGUYET LE (LAURA)

**Address:** No 10, Alley 44/11 To Ngoc Van Str, Tay Ho Dis., Hanoi

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**Github:** <https://github.com/Lauracandoit>

**Personal Website:** <https://lauracandoit.github.io/callmelaura>



## Career Objective

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As someone who has just started the journey of becoming a Frontend Web Developer, I am eager to learn more about the world of computer science and appreciate all the opportunities that come my way. I am a self-motivated, positive person and believe that this attitude helps me and the people I work with to communicate freely. It also encourages me to keep looking for solutions in any difficult case and never give up until my team and I have found a solution. While I am striving to improve my strengths, I understand that I still have weaknesses on which I am working hard to improve day by day.

## Technical Skills

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CSS

HTML

JavaScript

React JS

## Projects

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Personal Website

<https://lauracandoit.github.io/callmelaura/>

- Front- end: Next Js, Tailwind Css, Framer-motion

## Certificate

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Udemy

9/2023 - 3/2024

**The Complete 2024 Web Development  
Bootcamp - Dr.Angela vu**

- Learn the latest technologies, including Javascript, React, Node and even Web3 development.
- Build fully-fledged websites and web apps



## Education

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Hanoi University of  
Science and Technology  
10/2023 - Currently

### Information Technology

- Learning about information systems, programming languages, information management,...

National Economics  
University  
9/2016 - 5/2020

### Planning & Development

- Business Planning, Budgeting, Logic Thinking, Development Planning, ...
- GPA: 3.2



## Work Experience

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Modsquad - Spotify  
10/2021 - Currently

### Customer Support Team Lead

- Problem Resolution: Assist team members in handling complex customer issue or escalations, technical issue
- Quality Assurance: Oversee quality assurance programs to ensure that customer interactions meet company standards and policies.
- Team Motivation: Foster a positive and supportive team culture. Recognize and reward achievements.

Maritime Bank  
09/2020 - 8/2021

### Personal Customer Specialist

- Managed customer accounts, providing guidance on various bank products and services.
- Collaborated across departments to resolve complex customer issues promptly.
- Performed administrative tasks, ensuring compliance with banking regulations.