

Nguyet Le

✉ nguyetlt07@gmail.com | 📞 +84 35 651 8031
🐙 github.com/Lauracandoit | 🔗 linkedin.com/in/nguyetle07/

Summary

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.

Skills

Languages: C, Java, Python, JavaScript, TypeScript, SQL, HTML, CSS

Technologies & Tools: Angular, ReactJS, Next.js, Tailwind CSS, Framer Motion, MDX

Project Work

- **Personal Website: Callmelaura (2024)**
 - **Description:** A responsive website showcasing my work experiences, blog posts, and projects.
 - **Technologies Used:** HTML, CSS, JavaScript, Next.js, Tailwind CSS, Framer Motion, MDX
 - * Utilized MDX to manage blog content.
 - * Employed Framer Motion for smooth animations and transitions.
 - * Ensured responsive design across various devices and screen sizes.
 - * Implemented SEO best practices to improve search engine rankings.
 - * Integrated third-party APIs to enhance functionality.

Education

Hanoi University of Science and Technology (HUST)

Expected to graduate in Oct 2025

B.E. in Information Technology

GPA: .../10

Object Oriented Programming, Databases, Discrete Maths, Data Structures and Algorithms, Operating Systems, Computer Networks, Machine Learning, Data Mining, Advanced Data Structures and Algorithms,

National Economics University (NEU)

Sep 2016 - April 2020

B.E. in Planning and Investment

GPA: 3.19/4

Relevant Coursework: Investment Analysis, Financial Planning, Business Strategy, Data Analysis, Strategic Communication, Investment Planning, Business Results Analysis

Certificates

- **The Complete 2024 Web Development Bootcamp - Dr. Angela vu:**
 - Learned about full-stack Web development and libraries such as Bootstrap.
 - Technologies: HTML, CSS, Java, Node, Python, Bootstrap, REST API
- **CS50 - Harvard** Introduced about Computer Science
 - Introduction to Computer Science, covering how computers work.
 - Technologies: C, Python, Java, SQL, AI, HTML, CSS, JavaScript, Flask.
- **Automate the Boring Stuff with Python Programming**
- **Complete Python Mastery**

Work Experience

Spotify, Remote

Oct 2021 - Present

Customer Support Team Lead

- Assisted team members in handling complex customer issues, escalations, and technical issues.
- Performed quality assurance on teammates' work.
- Supported customers in Vietnamese and English across multiple channels.
- Worked with multiple customer support tools such as LivePerson, Slack, Workforce, and VM.
- Collaborate with the IT department, Helpdesk to provide feedback on virtual tools for Customer service department.

Maritime Bank, Hanoi Vietnam

Sept 2020 - Aug 2021

Personal Customer Specialist

- Collaborate with the IT department to provide feedback on the effectiveness of the tools used.
- 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.

B-RISE BUSINESS SOLUTIONS COMPANY LIMITED, Hanoi Vietnam

Jul 2019 - Jul 2020

Customer Relationship Specialist

- Creating media plans and marketing strategies for new products
- Social Media Management