

# NGUYET LE (LAURA)

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**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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- **Hard Skills:** HTML, CSS, Javascript, ReactJs, Data Analysis.
- **Soft Skills:** Detail-Oriented, Time Management, Logical Thinking, Communication
- **Languages:** Vietnamese (Native), English (Proficient), Korean (Basic).



## Projects

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### Personal Website

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

- **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.



## 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

- Supported customers in Vietnamese and English across multiple channels.
- Assisted team members in handling complex customer issues, escalations, and technical issues.
- Performed quality assurance on teammates' work.
- Worked with multiple customer support tools such as LivePerson, Slack, Workforce, and VM.

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.