

# NGUYET LE (LAURA)

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

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



## Resume summary

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I'm a Web Developer with two years of experience in full-stack Software Engineering. I specialize in creating user-friendly interfaces by solving front-end challenges. I'm dedicated to learning and staying updated on the latest technologies to improve my skills.

## Technical Skills

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JavaScript

CSS

HTML

TypeScript

Next JS

Node JS

React JS

## Education

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Hanoi University of  
Science and Technology  
10/2023 - Currently

### Information Technology

- Learning about information systems, programming languages, information management,...
- Current class president
- Current GPA: 3.9

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.
- 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.



## Certificates

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Coursera - Google  
12/2023 - 2/2024

### Project Manager

- Gain key skills for entry-level project management.
- Learn to create effective project documentation and artifacts.
- Master Agile principles, focusing on Scrum events and roles.
- Practice strategic communication and stakeholder management in real-world scenarios.



## Hobbies

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Yoga / Meditation



Reading



Learning new languages