

# Che Anh Dung

## > Contact Me

LinkedIn Profile:

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Phone: 0988758895

Address: Cau Giay, Hanoi



## > Relevant Skills

- Market Research
- Office Tools
- SQL
- Data Visualization (PowerBI)
- Problem Solving
- Python
- Communication

## EDUCATION

**Master of Science in Business Analytics**

**Institution: Aston University**

*Year of Graduation: 2025*

- Awarded: **Distinction**

**Bachelor of International Business**

**Institution: National Economics University**

*Year of Graduation: 2023*

- GPA: **3.5**

**Google Data Analytic Specialization**

*Issued by: Coursera (2023)*

**IELTS: 7.5**

*Issued by: IDP (November 2022)*

## WORK EXPERIENCE

**Researcher**

**Equarus LLC**

*November 2022 - December 2023*

*(1 year, 1 month)*

### Responsibilities:

- Spearhead research initiatives for new product development, focusing on market trends, competitor analysis, and consumer insights.
- Actively translate research outcomes into actionable product features, contributing to the innovation pipeline.
- Conduct in-depth research to identify and develop solutions for key operational areas, including customer service and inventory management.
- Utilize advanced data analysis to interpret datasets, providing strategic insights for informed decision-making.
- Collaborate with multiple departments to ensure research aligns with and supports broader organizational goals and challenges.

### Achievement:

- Achieved top 15 best-seller status for 5 products in 2023, showcasing effective product strategy.
- Successfully built an automated customer service system on the website and through messaging, utilizing tools like Zapier and ChatGPT.
- Developed a comprehensive inventory management and forecasting system using Inventory Planner software, enhancing operational efficiency.



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### Sales Administration - Telemarketer Manager

#### Inception Agency

April 2022 to October 2022

(6 months)

#### Sales Administrator (04/2022 - 10/2022)

##### Responsibilities:

- Supported the development of business plans and strategies in collaboration with the sales team.
- Handled preparing and processing sales documents, contracts, and customer correspondence.
- Maintained accurate departmental records and updated data regularly.
- Managed procedures and responded effectively to urgent situations.
- Produced regular reports for sales analysis and strategic planning.

#### Telemarketer Manager (07/2022 - 10/2022)

##### Responsibilities:

- Lead and manage the telemarketing team, aligning with company goals and ensuring effective performance.
- Oversaw planning and scheduling of telemarketing activities to optimise customer engagement.
- Handled the recruitment and onboarding of new team members, enhancing team capabilities.

### Sale Assistant

#### Leanow Joint Stock Company

May 2021 to March 2022

(10 months)

##### Responsibilities:

- Provide expert consultation and sales services to customers in-store, ensuring a high-quality shopping experience.
- Deliver comprehensive in-person and online customer service, addressing inquiries and resolving issues to enhance customer satisfaction.
- Manage and maintain inventory, ensuring product availability and accurate stock levels.

##### Achievements:

- Awarded "Salesperson of the Month - Part-time" for outstanding sales performance in January 2022, demonstrating exceptional selling skills and customer engagement.

