

Le Thi Hoang Yen

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Location: Hanoi, Vietnam

Education

Foreign Trade University (FTU), Vietnam

Bachelor of International Business & Economics

Aug 2021 – Apr 2025

GPA: 3.8/4.0 (High Distinction)

- Relevant Modules: International Business, Supply Chain Management, Logistics & International Freight Forwarding, Business Analytics.
- Graduation Thesis: Evaluating the Competitive Strategy of VFRACHT Danang Shipping and Chartering Company.

Seoul National University (SNU), South Korea

Exchange Student, Business Administration

Aug 2024 – Dec 2024

- Management Science (4.3/4.3) - Applied descriptive analytics, decision trees, optimization, and risk analysis to managerial decision-making
- Decision Analysis (3.7/4.3) – Studied machine learning, optimization models, and multi-criteria decision methods (DEA, AHP).

Work Experience

TAL Corporation

Customs Clearance Executive

Mar 2025 – Aug 2025

- Standardized KPI metrics across Customer Service, Production, and Warehouse teams, improving cross-functional alignment and reducing response time to import/export incidents.
- Developed reconciliation reports that uncovered the root causes of discrepancies between Vietnam customs and ERP systems, achieving a 30% reduction in reporting errors, optimizing tax duty management, and strengthening audit readiness.
- Provided customs and material flow data for a regional logistics optimization project covering 3 Vietnam plants, enabling cost-saving models that projected 7–10% logistics cost reduction under multiple scenarios.

FedEx Express

Operations Intern

Jan 2024 – Apr 2024

- Automated reporting dashboards with Power BI and SQL, reducing reporting time by 60% and enhancing decision-making efficiency across departments.
- Designed a solution to address failed package deliveries; initiative was selected for implementation at the company level, improving service reliability.

Honors & Awards

- Champion of the Tax Factor, (organized by Banking Academy and sponsored by KPMG).
- Second Prize, FTU Scientific Research Student Competition (Preliminary Round).

Research & Publications

Journal Publications

- Nguyen Duc Thao, **Le Thi Hoang Yen**, Ta Thuy Quynh, Dinh Ngoc Minh, & Le Thao Linh (2024). [Tariffs and Vietnam's Exports of Machinery and Electronic Products to CPTPP Partners](#). HCMCOJS – Economics and Business Administration, 14(1), 123–133.
- **Le, T. H. Y.**, Nguyen, T. C., Phan, D. C., Nguyen, T. N., & Nguyen, V. D. (2025). [Factors Influencing Consumer Intention to Purchase Remanufactured Products within the Vietnamese Circular Economy](#). Dalat University Journal of Science, 15(1), 152–169.

Conference Presentation

- Tran Phuong Thanh, Bach Nguyen Huyen Anh, Nguyen Khanh Linh, Pham Phuong Thao, **Le Thi Hoang Yen** (2024). A Study on Vietnam's Fruit Export by Applying Generalized Double Diamond. The Student Research - International Conference for Young Researchers in Economics and Business (SRCYREB 2024).

Extracurricular Activities

Tomorrow Entrepreneurs Club (TEC FTU)

The organizer of Kawai Business Startup, Vietnam's largest student startup competition

Member, Research & Development Department

Oct 2021 – Nov 2022

- Conducted market research and investment analysis to support early-stage startups and strengthen fundraising opportunities through investor connections.
- Coordinated 17 training workshops with industry experts, delivering practical knowledge to hundreds of student entrepreneurs.

Certificates

- **Wesearch Innorect Certificate** – *Certified by FTU Innovation and Incubation Space*
Completed workshops on academic writing, research design, and applied econometric methods (OLS, REM/FEM, GLS, SEM).
- **Google Data Analytics Professional Certificate** – *Certified by Google*
Completed an 8-course specialization covering data cleaning, visualization, SQL, and R for business analytics.
- **The Cool Connection Certificate** – *Certified by Inchainge*
Awarded for completing a global supply chain simulation program, optimizing end-to-end logistics, financial trade-offs, and cross-functional decision-making under uncertainty.

Skill

- **Programming:** Stata, SPSS, Python (numpy, pandas, scikit-learn, pytorch), SQL, Latex.
- **Data visualization:** Python (matplotlib, seaborn), Excel (advanced), Power BI.
- **Language:** Vietnamese (native), English: IELTS 7.5 (2025), Korean: intermediate (certified by SNU International Student Fellowship).