

HOLLENE HONGDOXMAI

hongdoxh@colorado.edu | 813-382-5540 | Tampa, FL

SUMMARY OF QUALIFICATIONS

- Exceptional verbal and written communication skills as a trainer and ESL teacher
- Creative problem solver with 5+ years of outstanding customer service
- Great organizational skills with office administration experience
- Highly self-motivated and quick learner who thrives in results-oriented environment

EDUCATION

Bachelor of Arts in Psychology

May 2012

University of Colorado, Boulder, CO

Study Abroad: China, Japan

Summer 2011

Scholarships and Awards

Deans List, Freeman Foundation Scholarship, Undergraduate Research Academic Grant

Relevant Coursework

- Google AdWords Certification; enrolled
- Programming Foundations with Javascript, HTML, and CSS; *The Hong Kong University of Science and Technology on Coursera*, enrolled
- Digital Marketing Channels; *University of Illinois at Urbana-Champaign on Coursera*, enrolled
- Introduction to Social Media Analytics; *Emory University on Coursera*, enrolled
- Viral Marketing and How to Craft Contagious Content; *University of Pennsylvania on Coursera*, certificate earned October 2016
- Introduction to Marketing; *University of Pennsylvania on Coursera*, certificate earned September 2016
- Integrated Marketing Communications: Advertising, Public Relations, Digital Marketing and more; *IE Business School on Coursera*, certificate earned September 2016

WORK EXPERIENCE

Sales Associate Trainer

Sprinkles, Tampa, FL

April 2016 - Present

- Demonstrate company knowledge and product expertise by providing clear explanations to new hires
- Consistently deliver customer satisfaction to a high volume of customers
- Increase customer retention via loyalty program sign-up and quickly resolving issues

Executive Assistant

Hart & Beauty, LLC., Boulder, CO

March 2015 - November 2015

- Created content for social media platforms (Pinterest, Instagram, Tumblr, Twitter)
- Accurately collected and entered high volume of data values using Excel

Teacher

English Parks, Bangkok, Thailand

January 2013 - August 2013

- Developed and implemented daily lesson plans for ESL students
- Tutored privately and led full class sizes of up to 25 students in English and Thai

Office Assistant

College of Music, University of Colorado, Boulder

September 2008 - May 2010

- Assisted in event planning for conferences, performances, and graduation
- Maintained Excel database for annual gala donors, faculty travel, and institutional expenses

RESEARCH EXPERIENCE

Undergraduate Research Assistant

October 2010 - August 2012

Department of Neuroscience, University of Colorado, Boulder

- Researched 'Drug-induced Neurobiological Changes in Brain and Addictive Behavior'
- Analyzed and collected data as well as executed and problem-solved experiments

Undergraduate Research Assistant

Summer 2009

Computational Language and Education Research (CLEAR), University of Colorado, Boulder

- Developed Comprehensive Adaptive Reading & Learning Assistance (CARLA) content
- Created innovative and engaging activities for elementary-aged CARLA users

LEADERSHIP & VOLUNTEER

Student Academic Success Center (SASC) Pre-Health Member

August 2010 - May 2012

University of Colorado, Boulder

- Led and discussed blood and marrow donation topics
- Promoted Cesar E. Chavez Blood Drive Challenge on campus