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SUMMARY

Graduated with a major in Finance and Banking. Experienced in customer service and corporate financial data entry. Professional and proactive in risk management and quarterly report design. Actively engaged in product sale and CRM.

EDUCATION

Ho Chi Minh City University of Foreign Language – Information Technology Ho Chi Minh City, Vietnam
Bachelor of Finance and Banking 2021-2025

EXPERTISE

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|-----------------------|------------------------|-------------------------|----------------------|
| ✓ Customer Management | ✓ Product Marketing | ✓ Complaint Handling | ✓ Report Preparation |
| ✓ MOS and TOEIC | ✓ Data Analytics/Entry | ✓ Investment Consultant | ✓ Market Research |

PROFESSIONAL EXPERIENCE

Investment Consultant, Internship 1/8/2024 – 1/12/2024

VPS Securities Joint Stock Company, Ho Chi Minh City, Vietnam

- Managed Zalo groups of 40+ investors, analyzed VNINDEX and HOSE, gathered statistics of 20+ banking stocks.
- Engaged verbally with clients and opening of 50+ VPS accounts, designed banners using Canva for 6 TikTok videos.
- Studied technical analysis of 12+ candlestick charts, evaluated buy/sell capital flows using indicators (MA, RSI, RSA).
- Identified target customer segments using internal databases, actively contacted targeted groups for equity advertising.

Corporate Customer Relationship Management, Internship 2/6/2024 – 2/8/2024

BIDV – Trade Center 2, Ho Chi Minh City, Vietnam

- Analyzed 2+ disbursement documents and corporate profiles, prepared 50 loan contracts and account reconciliation.
- Registered daily security measures for 2+ enterprises, enforcing legal compliance for overdue debt recovery processes.
- Conducted CIC credit checks for 3+ individuals and businesses, retrieved 24+ monthly VAT invoices via BPM portal.
- Managed BIDV's 2022-2023 financial data on FIS, facilitated the transfer of 30+ payment orders and debt contracts.

Customer Support, Freelance 1/2/2024 – 2/4/2024

Maelys Cosmetics Ltd, New York, United State

- Assisted U.S. customers in selecting suitable cosmetics or makeover service packages, minimizing daily return risks.
- Exceeded targets by resolving 25+ consumer and partner inquiries/hour, achieving 25-30% above average daily KPI.
- Addressed complaints and returns per company policy, achieving a 92% employee satisfaction rating via Ordergroove.
- Tracked orders via UPS Tracking, Canada Post, and Royal Mail, providing real-time shipment updates for customers.

Construction Planning and Accounting, Freelance 21/4/2022 – 19/6/2025

Hong Minh Duc Construction Company Limited, Ho Chi Minh City, Vietnam

- Liaised with 7+ distributors to update quarterly price fluctuations, optimized material selections and profit margins.
- Prepared 5+ construction cost estimates weekly, organized document storage, scheduled appointments with workers.
- Coordinated with third parties, negotiated material prices with suppliers, and maintained diverse material supply chain.