

WORK EXPERIENCE

Deutsche Bank Tools and Automation Live Support Manager **2016 – now**

- Manage live support team for Automation and Monitoring project within End User Production Transformation Programme
- Experience with working in support operations following ITIL Framework
- Working knowledge of Microsoft Orchestration Engine, Geneos and SQL servers

Deutsche Bank Technology Graduate Scheme Class of 2015 **2015 - 2016**

- Rotations through eDiscovery, Testing Service, Tools and Automation development and Voice Recording operations
- Participated in continuous improvement initiatives within the teams of rotation
- Experience with reporting and data analysis of team performance

EDUCATION AND QUALIFICATION

MSc Management Science (Operational Research) Distinction **2014-2015**
London School of Economics and Political Science, UK

- Data modelling and analytics using statistics, simulation, and data mining
- Using operational research methods to improve decision making process in business management
- Selected modules: Data mining, Auction and Game Theory, Combinatorial Optimisation
- Dissertation in Mutually Orthogonal Latin Squares (Distinction)

BSc (Hons) Mathematics with Management, 1:1 **2011-2014**
University of Exeter, UK

- Analytical and quantitative course including Statistical Modelling, Stochastic Processes
- Produced a strategic consultancy group report
- Jardine Lloyd Thompson Prize 2014 for outstanding performance in Statistics
- International Excellence Scholarship 2012 & 2013

OTHER WORK AND VOLUNTEER EXPERIENCES

Deutsche Bank Birmingham **2015 - now**

- Organise and support Meet The Expert, a site-wide initiative to promote collaboration within the bank
- Rock Climbing Committee Member and Instructor

Mathematics Tutor/PAL Leader at University of Exeter **2012-2014**

- Helped first year Mathematics students with their course materials

Events Manager at Q&G Events Company (Da Nang, Viet Nam) **2012**

- Organised several events for companies such as Honda and P&G Vietnam

Event/Sport Officer at Vietnamese Society in Exeter **2012-2013**

- Responsible for planning society functions and sporting activities

LANGUAGE AND TECHNICAL SKILLS

- Native speaker: Vietnamese; Fluent: English; Beginner: Japanese, French, German, Chinese
- Confident with all Office applications, SharePoint, Jive, LaTeX
- Experienced in statistical modelling using R, Minitab, and Python
- Experienced in mathematical programming using AMPL, simulation using @Risk and Simul8
- Working experience with MSSQL, Oracle SQL, (Java) and VBA
- Enthusiast/Hobbyist level: Raspberry Pi, Linux, games making using Unity3D

