

DUONG HUE

Technical Solutions Specialist

 Aug 28, 1994

 Female

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 hueduong288@gmail.com

 Gia Lai, Viet Nam.

 <https://www.linkedin.com/in/duong-lily/>

OBJECTIVE

Technical specialist with a strong background in digital marketing and JavaScript, eager to apply my expertise in creating and debugging custom code, troubleshooting technical issues, and guiding clients through complex system setups. Dedicated to identifying root causes of technical problems and delivering exceptional support and solutions.

My quote: Do your best, the rest will come!

SKILLS

Google Analytics and Google Tag Manager, Google Ads

Analytics and Troubleshooting

Customer service skills

HTML, CSS

JavaScript

React, SQL

INTERESTS

- Self-learning, foreign languages
- Hiking, adventurous travelling
- Martial arts, meditation, guitar



WORK EXPERIENCE

TDCX MALAYSIA

APR 2022 - MAY 2024

Technical Solutions Specialist

- Created and debugged custom JavaScript snippets for tracking data on web pages.
- Troubleshoot and provided technical support for Google Ads, Google Analytics, and Google Merchant Center, Google Tag Manager.
- Troubleshoot and setup tracking across various platforms including e-commerce sites like WordPress and Shopify.
- Assisted clients in resolving complex technical issues and escalated when necessary.
- Conducted training sessions for new team members and provided product knowledge updates.

TDCX MALAYSIA

JAN 2021 - APR 2022

Digital Marketing Consultant

- Communicated with customers via phone, email, or chat to resolve issues related to Google Ads and other Google products.
- Troubleshoot, follow up, and handle customer issues, escalate when necessary to the appropriate teams/ people in charge.
- Joined the Product Team helping the team to train/share product knowledge/review for newbies.

ACCENTURE MALAYSIA

JAN 2019 - JAN 2021

Data Analyst

- Reviewed and annotated documents and content according to guidelines.
- Identified workflow inefficiencies and suggested improvements.
- Monitored and reported on trends and patterns, escalating issues to management.

SAIGON VINA

JAN 2017 - JAN 2019

English teacher and tutor

- Taught TOEIC and English communication skills to students and adult learners.
- Provided personalized tutoring to improve student's performance in exams and professional communication.

CONCENTRIX VIETNAM

OCT 2017 - OCT 2018

Customer Service Representative

- Supported Uber and Grab drivers and riders, resolving issues via email, call, and chat.
- Troubleshoot complex cases while delivering excellent customer service.
- Escalated complex issues to higher levels as needed.



EDUCATION AND CERTIFICATIONS

TAY NGUYEN UNIVERSITY

OCT 2012 - JUN 2016

Good Bachelor's Degree in Chemistry Education

- TOEIC Certificate with a score of 765 (September 2018).
- B1 CEFR Europe (January 2016).
- Certificate for Good Leader of The Army Course (March 2013).



PROJECTS

- Interactive & responsive **Personal portfolio**, built by React, including other small projects inside: <https://lily-portfolio.vercel.app/>
- Functional frontend **Amazon web clone** - using HTML, CSS, Javascript: <https://lilycandoit.github.io/javascript-amazon-project-frontend/>