

TRINH LINH DAN

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📍 Bergamo, Italia



ABOUT ME

Master of science in International Management, Entrepreneurship, and Finance with a solid academic background in financial analysis, budgeting, and forecasting. Although I have no direct work experience in finance, I am motivated to gain practical experience and apply my skills in a real-world business environment.

WORK EXPERIENCE

Customer service interpreter

DA Languages - Remoto

October 2024 – Now

- **Client & Demand Cycle Tracking:** Assisting client notes and maintaining client records (e.g., case progress, legal document notes) to ensure smooth follow-up and consistent service delivery, contributing to higher client satisfaction and tracked recurring client service cycles (e.g., weekly educational program) to anticipate booking patterns, hence improving repeat bookings.
- **Client Retention & Cancellation Reduction:** Identified and reported a high rate of last-minute cancellations by escalating issues and ensuring direct client follow-ups, reduced cancellations, initially from 5/10 bookings initially, to only 1–2/10, cutting losses by ~60–80% and boosting repeat bookings.
- **Team Contribution & Growth Impact:** Coordinated with the team and personally handled ~10% of the language line's bookings. Observed and contributed to a ~10–15% rise in repeat client bookings within 3 months through proactive tracking and client relationship management.
- **Ad hoc Business Analysis:** Supported the company's new interpreting platform by participating in supervision and reporting underuse of the on – demand video feature, providing managers with insights to refine client engagement strategy.

EDUCATION

Master of Science in International Management, Entrepreneurship and Finance

Università Degli Studi di Bergamo – Bergamo, Italia

Graduated since July 2023

- Key courses: Financial Markets and Institutions; Probability and Statistics for Finance; Corporate Finance; Risk Management and Derivatives;

Erasmus + (Study exchange)

Universität Trier – Trier, Germany

October 2020 – March 2021

- Key courses: Entrepreneurship and Innovation Management; Organizational Behavior.

Bachelor of Arts in English in Finance

Banking Academy of Vietnam – Hanoi, Vietnam

September 2013 – July 2017

- Key courses: Mathematics, Probability, Accounting, Economics, Corporate Finance, International Banking and Payments, Stock Market.

Bachelor of Science in Finance (Vietnamese)
Banking Academy of Vietnam – Hanoi, Vietnam
January 2015 – July 2018

- Specialization in Valuation (Asset, Corporate, and Real Estate)
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CERTIFICATION

JP Morgan Investment Banking job simulation – Forage

July 2025

- Screened and assessed potential M&A targets (for a beverage company that produced beer, spirits, and non-alcoholic segments across Southeast Asia), analysing ownership structures, market positioning, and operational fit.
- Built DCF valuation model incorporating management forecasts, sensitivities (WACC, terminal growth, exit multiples), and scenario analysis; preliminary equity value of US\$718m.
- Revised investment case after plant disruption, adjusting implied equity value to US\$654m and recommended proceeding with acquisition given strategic fit and long-term fundamentals.

Contabilità base – Azienda Bergamasca Formazione

May 2024

- Learned how to record and control accounting transactions;
- Created an annual balance sheet and income statement;
- Sent electronic invoicing with Aruba Fatturazione Elettronica, ensuring accuracy and compliance with Italian tax regulations;
- Prepared and submitted Modello F24 for tax payments, as well as managing INPS and INAIL contributions for social security and insurance obligations.

IBM Data Analyst Professional Certificate – Online

March 2024

- Built strong data analysis skills using Python (including Pandas and NumPy) and SQL, learnt to wrangle, clean, and query data from multiple sources and handle real – world datasets
 - Learned to visualize data and present results using various charts in Excel spreadsheets and BI tools such as IBM Cognos Analytics & Tableau;
 - Completed hands – on labs and a capstone project that required end-to-end data work like collecting, cleaning, analysing, visualizing, and presenting findings.
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SKILLS

Softskills

- Teamwork
- Communication
- Detail-oriented
- Problem-solving skills
- Time management
- Planning and Organizational skills

Technical Skills

- Microsoft Word
- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Power BI
- R – programming for data analysis
- Python
- Aruba for invoices
- SAP (basic knowledge)
- Agile and Scrum (basic knowledge).

Languages

- English (fluent)
- Italian (intermediate)
- German (intermediate)
- Vietnamese (native)

CONTESTS

Hackathon – Power the change 2024

A2A/ Università di Bergamo/ Tondo

May 2024

- The runner – up of the Hackathon 2024 – Product Cost and Profit Planning for a team developing the solution to the district heating challenge, using data centre waste heat.