

## HOA Q. MA

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### OBJECTIVE

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Looking to secure a Digital Forensic or Cybersecurity position where I can both fulfill my passion and gain experience.

### SKILLS

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Microsoft Office  
Answering phones  
Communication and organization skills  
Team works

### WORK HISTORY

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**Vietjet Air Switchboard Operator** at BaseBs Company, HoChiMinh City, Vietnam from March 2018 – current

- Assist customers in booking tickets, and reserving seats
- Receive customers' feedback about the price and product and service quality
- Provide information, answer all questions and solving customers' problems (etc. error payment, duplicate booking, wrong passengers name....)
- Call customers to notify them about schedule changes and other changes of their flights

### EDUCATION

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**Bachelor of Business Administration**

**March 2018**

Hutech University (Lincoln University International Education program)

**Cyber Defense and Digital Forensics Associate of Technical Arts Degree**

**2018 – Present**

Edmonds Community College

### CERTIFICATIONS

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Microsoft Office Specialist (Excel & Word)

TOEIC (870)

Secretary and Office Administrator Certificate (issued by the Institute of Development Economics Research)