

# THU GIANG



## Contact

**Address:**

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## Languages

English

Vietnamese

## Summary

I am a young outgoing person working in New Zealand; having come here from Vietnam several years ago. I'm currently employed with Common Wealth Bank as a financial crime analyst. Despite it being wonderful work environment with a supportive team, I've realized that my real calling is to pursue programming/coding. I have been self-learning code since October, and I mostly use HTML and CSS to create responsive websites. I'm also learning Java Script with the hope of expanding my knowledge and applying it to website animation.

## Skill Highlights

- Knowledgeable in HTML, CSS, Bootstrap, SASS
- Creative design skills
- Positive attitude

## Experience

**Financial Crime Operations Analyst (Temp)** – 14/6/2021 to Present

**Commonwealth Bank of Australia, Albany**

- Conduct financial crime-related phone interviews
- High accuracy —Perform QA duties for rest of team
- Consult with customers in both of my languages
- Use of various software —extensive CRM usage

**Outbound Sales Consultant (Temp)** – 11/02/2021 to 13/06/2021  
**2degrees, Auckland CBD**

- Outbound warm sales calls
- Follow ups and booking future appointments
- Data entry

**Sales Consultant** – 11/2020 to 01/2021

**Leading Edge Group, Takapuna**

- Jewellery retail supply phone-based consultation
- Use of CRM software
- Dynamic mix of independant and teamwork
- Gained insight into major Australian retail industry

**Sales Representative** – 07/2020 to 10/2020

**Kulture Marketing, Parnell**

- Door to door fundraising sales
- Speak with a wide range of people about global issues
- Full sales process, including upselling and objection handling

**Office Admin Assistant** – 01/2020 to 08/2020

**Inside Out Design** (Family Architectural Business), Auckland (unpaid)

- Phone reception
- Computer support – Microsoft office, email

**Cleaner** – 02/2020 to 07/2020

**Riverside, Matakana**

- Perform general and deep cleaning tasks
- Cleaned 5 star resort baches to a high standard
- Performed all tasks in accordance with strict requirements

**Op Shop Volunteer** – 03/2019 to 08/2019

**St. Stephen's Second Chance Op Shop, Whangaparaoa**

- Customer service
- Retail sales
- Cashing up/cash handling
- Arranged in-store displays and merchandise

**ESL Teacher Assistant** – 08/2018 to 11/2018

**British Education, Hải Dương, Vietnam**

- Assisted ESL teachers in-classroom
- Prepared lesson content independently
- Coordinated correspondence between parents and teachers; translated lesson outcomes from English into Vietnamese
- Performed general office administration duties

## My projects

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If you are interested in looking at what I have been learning so far, here is my portfolio:

<https://hungry-ardinghelli-2da526.netlify.app/>

or visit my github: <https://github.com/memopussle>

## Interests/Hobbies

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|---------------------|-------------------|
| • Travel            | • Hiking          |
| • Cooking           | • Love of animals |
| • Drawing/Photoshop | • Music           |

## References

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**Peter Perry — Business Owner**

Inside Out Design

Mobile — 027 246 4603