

# Phuong Nguyen Dinh

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## EDUCATION

**Ohio Wesleyan University, OH**

**Expected Graduation: May 2024**

**Major:** Quantitative Economics

**Minor:** Psychology

**GPA:** 3.6/4.0

**Awards:** Bashford International Scholarship, Corns Business Scholars, Dean's List, International Economics Honor Society, Christian Kamm Scholarship

## PROFESSIONAL EXPERIENCE

**Peer Tutor, OWU, Sagan Academics Resources Center (Delaware, OH)**

**Aug 2022 – Present**

- Tutor 4 to 5 students per semester in Economics classes (*Principles, Macroecon and Labor econs*)
- Create data-driven lesson plans to assist with mid-term exams, resulting in all passing score for all students in final week
- Participate in weekly training session for academic tutoring

**Manager Trainee Summer Internship, Kung Fu Tea (Columbus, OH)**

**June 2023 – Aug 2023**

- Ensured daily business operation in a fast-paced environment with an average of 1000 orders per day
- Prepared monthly reports and analyzed database via 3 channels: in-store, mobile apps and third-party delivery service
- Conducted comprehensive internal research to optimize customer experience and employee efficiency
- Addressed customer needs and resolved problems immediately, receiving 90% satisfaction feedback
- Implemented a strategic scheduling employees' weekly timetables, reducing 25% call-off

**Business Consulting Internship, Saraa Abto 3ACBAP Car Fixing (Remote)**

**May 2022 – Dec 2022**

- Collected and replied to 100 customer inquiries daily
- Collaborated with manager in building customer service strategy based on reports, resulting in 20% new target customers and 67% membership registration after the free trial

**Teaching Assistant, English Center for Everyone (Hanoi, Vietnam)**

**June 2020 – Oct 2021**

- Assisted teachers in preparing class material for 70 students and evaluated student performance, utilizing data from score reports to identify areas of improvement
- Offered personalized guidance using data from mock-test records to tailor instruction

## RELEVANT PROJECT & RESEARCH IN CLASS

**Stock Evaluation Market Research, Finance Application (FIN 361)**

- Simulated five portfolios and diversification strategies for high net-worth clients on investment decisions
- Calculated descriptive statistic & beta for each asset, creating a portfolio of two stocks that minimize the most risk

**Interpreting Credit Risk Model: Finding predictors and Evaluating Assumption, Regression Model (ECON 355)**

- Engaged in a comprehensive analysis of credit risk models, focusing on key predictors and evaluating model assumptions
- Utilized regression analysis to explore significant variables affecting credit default rates

**Real Estate Valuation, Regression Model (ECON 251)**

- Managed statistical analysis of prevailing rent structure in Brenshaw Teleragh Real Estate firm properties
- Built model to predict rent prices based on ten outstanding estate characteristics; entrusted with 300 data points

## FREELANCE ACTIVITIES

**Project Assistant, The OT4 (Vietnam/Remote)**

**May 2020 – Present**

- Partner with Korean entertainment company to send gifts of Vietnamese fans to K-pop artist in special occasions
- Manage budgets raising and funding, employing data-driven decisions to support album and merchandise projects.
- Contact media agency to promote celebrities with "Light up the Pink" campaign in Vietnam in collaboration with global Kpop fandom in Sun-wheel LED advertising

**Project Coordinator and Event Executive**

**Jan 2022 – Aug 2022**

- Summarized past-event data to make informed decisions in coordinating 5 fan meeting events for 60 people, ensuring seamless execution and high participant satisfaction
- Executed project operations by booking locations, finding tea-breaks suppliers, printing and preparing gifts

## COMMUNITY SERVICE

**Event Staff Volunteer, Unity Community Center (EDUC 110) (Delaware, OH)**

**Sep 2022 – Dec 2022**

- Prepared materials for K6 to K9 students in STEM class, utilizing transcripts insights to enhance educational outcomes
- Employed data analysis to contribute to effective event planning of Fall festival 2023 for the local community of 50 kids.

## SKILLS

**Language:** Vietnamese (Native Speaker), English (Fluent) & Chinese (Conversational)

**Computer Skills:** Microsoft Office Suite (Word, Excel, Powerpoint), Canva, Video production (Tiktok)