

Nguyen Duy Thong (Jase) Tran

Customer Service & IT Associate

duythongvt1@gmail.com | [linkedin.com/in/tranndt](https://www.linkedin.com/in/tranndt) | +1 (431) 335 4421 | Full-time & Part-time

WORK EXPERIENCE

Retail and Customer Service

- **Interpreter (Remote)** - Kelly Services Canada, Canada **06/2019 – 12/2020**
 - Delivered **real-time interpretation** in English and Vietnamese, ensuring **precise communication** across diverse industries.
 - **Adhered to protocols** while demonstrating **exceptional customer service** and situational awareness in dynamic environments.
- **Store Associate** - VinMart Convenience Store, Vung Tau, Vietnam **05/2018 – 08/2018**
 - **Managed inventory**, ensuring stock levels were maintained and items were restocked as needed.
 - **Assisted customers with inquiries** and provided excellent customer service, contributing to a positive shopping experience.
 - **Handled cash transactions** and operated the **POS system** efficiently, ensuring accurate sales records.
- **Restaurant Assistant** - Hon Ru Ri Restaurant, Vung Tau, Vietnam **06/2016 – 08/2016**
 - **Supported daily restaurant operations**, including setting up tables, taking orders, and serving food and beverages.
 - **Maintained cleanliness and organization** in the dining area, ensuring a welcoming environment for guests.
 - Assisted in **kitchen preparation tasks**, improving kitchen workflow and efficiency.

Information and Technology

- **Teaching Assistant (Part-time)** - University of Manitoba, Winnipeg, MB **09/2022 – 12/2022**
 - Facilitated lab sessions and evaluated student assignments, **providing clear and constructive feedback**.
 - Provided **one-on-one student support** during office hours, enhancing their understanding and my communication skills.
- **Software Developer (Co-op)** - Manitoba Hydro, Winnipeg, MB **01/2022 – 12/2022**
 - Created and launched a new system on a cloud platform to **help assess customer credit risk** more accurately, replacing an older system.
 - **Handled large amounts of data** and **improved the accuracy** of predictive models, ensuring the system was **reliable**.

SKILLS

Technical Skills

- Microsoft Office
- Crafting Reports
- Data Keeping
- Table Formulas
- Fast Typing
- Time Tracking
- Project Organizing
- Event Planning
- Sales & Inventory Systems

Soft Skills

- **Quick thinking**, able to **resolve problems creatively** and efficiently.
- **Highly organized with the ability to** manage multiple tasks and projects **simultaneously**.
- Adept at **communicating information** clearly and concisely.
- Flexible, able to handle various tasks and **adapt to changing work environments**.
- Proven track record of **delivering exceptional customer service** and **resolving customer issues**.
- Proven ability to **lead projects** and **collaborate effectively** in team settings.

QUALIFICATIONS

- **Bachelor of Computer Science (Honours)** - University of Manitoba, Winnipeg, MB
 - GPA: 4.05/4.50
- **Proficient in English and Vietnamese**
- **Manitoba Class 5 Driver License**