

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA | **GPA: 3.96/4.0**
Bachelor of Business Administration, Graduation: May 2020
Major: Management Information Systems (MIS) | Dean’s List Fall 2016 – Present
 University Honors & Business Honors Programs | Temple President’s Scholarship

ACTIVITIES AND AWARDS:

Recipient, Business & Information Technology Scholarship	2017
Runner-up Recipient, ESL Lebofsky Award for excellence in First-Year Writing	2017
Active Member, Association for Management Information Systems	2017

KEY SKILLS:

- MS Office Suite, Photoshop, Tableau & Piktochart (Data Analytics & Visualizations)
- Language: Vietnamese (Native), Mandarin Chinese (Intermediate Speaking & Listening)

WORK EXPERIENCES:

FOX SCHOOL OF BUSINESS, TEMPLE UNIVERSITY, Philadelphia, PA
Information Technology Assistant, Management Information Systems Department September 2017 – Present

- Assisted with teaching Data Science class and grading weekly assignments for a section of 60 students
- Supported students in learning Microsoft Excel and Tableau Data Visualization in class activities

TU LINH LEGEND HOTEL, Hanoi, Vietnam
Salesperson, Booking Office June 2017 – July 2017

- Counseled about 20 customers who have high expectations with room reservations and tour bookings daily
- Maintained customer service by creating and analyzing guest satisfaction surveys towards rooms and tours
- Generated 70 sales of package tours per week, initiating approximately \$7000 in revenue.

UK SHOP, Hanoi, Vietnam
Co-Manager April 2014 – May 2016

- Developed self-taught social media marketing strategy through Facebook fanpage and Instagram for a branded online clothing store for Vietnamese millennials
- Created new products trial to analyze customer tastes and needs
- Generated 50 sales per month, resulting in approximately \$300 in revenue

5 STAR VIETNAM TRAVEL – ONLINE TRAVEL AGENCY, Hanoi, Vietnam
Founder and Manager January 2016 – August 2016

- Communicated with clients to understand their travel preferences, schedules, and budget
- Contacted 15 hotels and tour offices to organize package tours and assisted customers with hotel reservations
- Established and managed online marketing strategy by posting promotion and appealing self-design photographs to a Facebook fanpage

INSIDE THE LIGHT EXHIBITION, FINE ART GALLERY, Hanoi, Vietnam
Founder and Head Organizer January 2015 – August 2015

- Organized a photography and interactive exhibition focusing on the lives of the blind in Vietnam
- Raised awareness of blind people’s fortitude and determination
- Attracted over 600 visitors during 3 days and fundraised \$600 by selling notebooks, postcards and photos

HANOI—AMSTERDAM HIGH SCHOOL, Hanoi, Vietnam
Senior Member, Hanoi Amsterdam Extended Student Council March 2013 – May 2014

- Collaborated with the school board to plan and organize annual and special events for 2000 students
- Liaised between 10 student organizations and the school board