

**EDUCATION:** TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA | **GPA: 3.98/4.0**  
**Bachelor of Business Administration, Graduation: May 2020**  
**Major: Management Information Systems (MIS) | Minor: Computer Science**  
 University Honors & Business Honors Programs | Temple President’s Scholarship

**ACTIVITIES AND AWARDS:**

- 1<sup>st</sup> Place Recipient, Target Case Competition at Temple University 2018
- 2<sup>nd</sup> Place Recipient, AIS National Data Analytics Competition 2018
- Recipient, Professional and Academic Achievement Award 2018
- Recipient, Business & Information Technology Scholarship 2017
- Public Relations Committee, Association for Management Information Systems 2017

**KEY SKILLS:**

- MS Office Suite, Photoshop, PHP, CSS, HTML, MySQL, R, Java, Tableau & Piktochart
- Language: Vietnamese (Native), Mandarin Chinese (Intermediate Speaking & Listening)

**WORK EXPERIENCES:**

ENGINEERING AND OPERATIONS, TEMPLE UNIVERSITY, Philadelphia, PA

**Information Technology Services Student Worker** August 2018 – Present

- Utilize network monitoring tools such as Xymon and GPLI to manage +30 virtual and physical servers of Temple Hospital and Temple Schools
- Use VMware and VCommander to build and migrate Windows Operating Systems based on clients' needs

FOX SCHOOL OF BUSINESS, TEMPLE UNIVERSITY, Philadelphia, PA

**Information Technology Assistant, Management Information Systems Department** September 2017 – Present

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

TU LINH LEGEND HOTEL, Hanoi, Vietnam

**Salesperson, Booking Office** June 2017 – July 2017

- Counsellor 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, resulting in approximately \$7000 in revenue.

5 STAR VIETNAM TRAVEL – ONLINE TRAVEL AGENCY, Hanoi, Vietnam

**Founder and Manager** January 2016 – August 2016

- Implemented online marketing strategy to sell tour packages and hotel rooms on a Facebook fanpage
- Performed product research among +20 hotels and tour offices and partnered with them to generate sales

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 product trials to analyze customer tastes and needs monthly
- Generated 50 sales per month, resulting in approximately \$1100 in revenue

INSIDE THE LIGHT EXHIBITION, FINE ART GALLERY, Hanoi, Vietnam

**Founder and Head Organizer** January 2015 – August 2015

- Led a team of 8 E-Board members to organize an interactive exhibition about visually impaired people
- Launched 3 volunteer recruitment campaigns on Facebook and trained 40 volunteers from high schools in Hanoi
- Attracted over 600 visitors during 3 days and fundraised \$600 by selling notebooks, postcards and photos