

Thi Thanh Thuy Nguyen

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SUMMARY OF SKILLS

- Experienced with customer service, problem resolution, and communication. Utilizes effective techniques to ensure customer satisfaction and loyalty. Track record of managing customer interactions with focus on positive outcomes and continuous improvement
 - Strong foundation in digital marketing and business strategy, with a focus on leveraging data-driven insights to optimize brand growth
 - Passionate about integrating finance and digital communication, using analytical skills to enhance marketing performance and decision-making
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EDUCATION

Postgraduate Certificate – Digital Communication Management

September 2024 – Present

Fanshawe College, London, ON

Pursuing a Digital Communication Management degree with a focus on data analytics. Developing skills in Google Analytics, Social Media Marketing, SEO, SEM, and Multimedia to drive effective digital communication strategies.

Bachelor – Business Administration

January 2022 – April 2024

Paris school of Business, Paris, France

Pursuing a BBA at a business school in Paris, specializing in Finance and Accounting. Focusing on financial analysis, budgeting, corporate finance, managerial accounting, and investment strategies. Developing skills in business management, market analysis, and decision-making, providing a strong foundation for both finance and digital communication roles.

Postgraduate Certificate – France Tourism Language

September 2019 – January

2021

University of Foreign Language Studies

Equipping with French language and industry-specific skills, gaining more knowledge in tourism, hospitality, and international business.

EXPERIENCE

Customer Services Representative

June 2024 – August 2024

Ho Chi Minh, Vietnam

- Accurately received, record, and manage customer data to enhance service efficiency
- Provided clear and helpful information to address customer needs and concerns
- Handled and resolved customer issues promptly and professionally to maintain satisfaction
- Fostered trust and long-term connections by delivering exceptional service and support

Tour Planner

June 2021 – January 2022

Ho Chi Minh, Vietnam

Plan and arrange travel experiences by gathering client preferences, booking flights, accommodations, excursions, and transportation while ensuring cost-effective packages

- Provide expert guidance and support, offering recommendations on travel safety, visas, and required immunizations, while addressing client inquiries and resolving concerns professionally
- Manage vendor relationships and client records, negotiating the best rates with hotels, rental companies, and tour providers while maintaining accurate client databases and confidentiality

CERTIFICATES

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|------------------------------------|--------------|
| • Hootsuite – Social media manager | October 2024 |
| • Coursera – Finance Market | January 2025 |

SKILLS

InDesign	Premiere Pro	Time management
Illustrator	Basic Python	Problem-solving
Photoshop	Word Press	Teamwork and collaboration

VOLUNTEER WORK

- Assisted with special events and programs such as greeting and guiding new comers at Fanshawe College.
- Supporting education for children in remote areas in Vietnam by providing teaching English assistance and learning resources.

INTERESTS

Graphic Design	Photography
Volunteering	Food Tourism
Yoga	Backpacking and Hiking