

# MINH NGUYEN

Search Engine Evaluator / Internet Analyst

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Website/Link

Ho Chi Minh city, Viet Nam



## EDUCATION

High School Degree

Dinh Tien Hoang High School

2017 - 2018

GPA

3.8 / 4.0

SAT 1250

College Board

Date period

GPA

1250 / 1600

## EXPERIENCE

Customer Service

Traveloka

01/2019 - 05/2019 Ho Chi Minh, Viet Nam

- Measuring the levels of customer satisfaction to improve overall business performance through analyzing customers' feedback, determine their satisfaction, and interpret the results to develop solutions to customer service challenges.
- Deploy listening capabilities across the total customer journey to create a deep understanding of the customer's end to end experience and the rational/emotional reactions to individual components of the experience, leveraging an agile approach to deliver quick insights that move with the speed of the business.

Powerpoint Specialist

Pokeslides/ My boss recommendation letter:

2011 - 2015 Ho Chi Minh, Viet Nam

- The Presentation Specialist spends days creating stunning, interactive presentations that motivate, inspire, captivate, and sell. No matter the topic or industry, Presentation Specialists have a way of bringing a deck to life.
- What did you achieve in this role?

## LANGUAGES

English

Proficient

Vietnamese

Proficient

## PASSIONS

Researching

Reading

Traveling

## SKILLS

Interpreting consisely

Brainstoming

Facebook Insights

Work under pressure

Always on time

Creativity