

Nhi Hue Truong
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OBJECTIVE

Obtain an internship position in marketing with the emphasis on social media and consumer behavior.

EDUCATION

Georgia State University, J. Mack Robinson College of Business, Atlanta, GA

Bachelor of Business Administration

January 2017 – Present

Major: Marketing

Minor: Hospitality Administration

Overall GPA: 3.9/4.0; President's List (2 semesters)

Bunker Hill Community College, Boston, MA

Associate Degree in Communication

September 2013 – August 2015

WORK EXPERIENCE

Chau's Insurance Agency, Norcross, GA

Agent Assistant

November 2015 – Present

- Handled over 20 incoming calls, solved 20-30 client inquiries daily
- Communicated with the government and insurance companies regarding health care policies
- Organized client profiles and effectively filled applications on E-file Cabinet and Google
- Interpreted based on clients' need between English, Chinese and Vietnamese

Wendy's, Quincy, MA

Crew Member

December 2012 – July 2015

- Handled currency and credit transactions quickly and accurately
- Mastered point-of-service (POS) computer system for automated order taking
- Cross-trained and coordinated scheduling with team members to ensure seamless service
- Resolved complaints promptly and professionally during high-volume, fast-paced operations

VOLUNTEER EXPERIENCE

Asian American Civic Association, Boston, MA

2013

- Assisted in event planning for the organization's 20th anniversary

Boston Chinatown Neighborhood Center, Boston, MA

2012

- Instructed children reading and learning activities (Chinese - English translations).
- Organized library, curriculum materials and other office works for 2 months

Beijing International Education Exchange, Beijing, China

2011

- Learned about cultural differences and practiced interpersonal skills
- Assisted in event planning for the closing ceremony

SKILLS

- Fluent in Vietnamese, English, and Chinese (Cantonese and Mandarin)
- Skilled in public speaking, debating, and presentation
- Mastered in administration skills and computer skills (Microsoft Word, Excel and PowerPoint)
- Experiences in translating, timing and encoding videos with subtitles