



NGUYỄN HOÀNG TÚ NHI

I'm excited about the opportunity to learn and explore new areas within operations. I am committed to continuous learning to apply my knowledge and skills to make a positive impact in this dynamic field.

✉ nguyenhoangtunhii@gmail.com

☎ 0837 012 897

📍 Go Vap, HCMC

EDUCATION

International University (IU), Vietnam National University (2019 - May 2024)

School of Industrial Engineering and Management

Major: Logistics and Supply Chain Management;
GPA: 82.4/100.

ACTIVITIES

Teaching Assistant at IU | 2023 - 2024

2 courses - Business and Computing Skills + Multi-Criteria Decision Making

- Prepared + Instructed exercises
- Reviewed for exams.

Head of Organization Team, Vietnam National Union of Students at IU | 2022

- Team Members: 15
- Planed timelines + organized events

Part-time staff at IU Library | 2020 - 2023

- Receptionist: Booked study room + Tracked book lending process + Monitored equipment & Library Inventory Management

Course projects in IU | 2020 - 2023

- 2023: Applied Machine Learning models for forecasting bike demand - Team member - Coding support;
- 2024 - Thesis: Deep Learning for fault diagnosis in rotating machine.

WORK EXPERIENCES

Coordinator and Customer service in Sales team at CP World |

May - Sep 2024

- Checked & released bookings for agents;
- Chased & checked customers' bookings;
- Developed a customer care plan, email marketing, quotation, outreach to potential clients.
- Worked cross-functionally

Warehouse assistant and Coordinator intern at Vua Nem Company |

June - Sep 2022

- Supported tracking the process of inbound and outbound goods and planned order shipments

Operations Management Specialist at Mondelez International

- Managed E2E operations: deployment,
- Calculated Sales Team KPIs and ensured data accuracy.
- Coordinated transportation plans and worked closely with 3PL partners.
- Performed internal control tasks: asset tracking, updating, and compliance checks.
- Calculated costs, handled budget phasing, and supported quarterly expense forecasts with Finance.
- Reviewed asset information to support repair and maintenance decisions.

SKILLS

Computing Skills

- MS Office (Word, Excel, Access, Powerpoint, Outlook, Power BI); Canva;
- Programming language: Cplex, Matlab.

English Proficiency

- TOEIC (Speaking + Writing: 280/400; Listening + Reading: 850/990).



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ACTIVITIES

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2 courses - Business and Computing Skills + Multi-Criteria Decision Making

- Prepared + Instructed exercises
- Reviewed for exams.

Head of Organization Team, Vietnam National Union of Students at IU | 2022

- Team Members: 15
- Responsibility:
 - Planed timelines + organized events
- Achievements:
 - Certificate of Commendation for Outstanding Student Union Officer 2021-2022
 - Student of 5 merits 2021 - 2023.

Part-time staff at IU Library | 2020 - 2023

- Receptionist: Booked study room + Tracked book lending process + Monitored equipment.

WORK EXPERIENCES

Coordinator and Customer service in Sales team at CP World |

May - Sep 2024

- Responsibility:
 - Checked & released bookings for agents;
 - Planned shipments for 5 routes: HKG, PKG, BKK, SHA, KEE;
 - Collaborated with Carriers & Cat Lai Terminal;
 - Chased & checked customers' booking;
 - Developed a customer care plan, email marketing, quotation, outreach to potential clients.

- Worked cross-functionally

- Achievements:
 - Order Accuracy Rate: 100%
 - Customer Satisfaction Score: 9/10
 - Number of Shipments: ~7/week

Warehouse assistant and Coordinator intern at Vua Nem Company |

June - Sep 2022

- Supported to track the process of inbound and outbound goods + and planned order shipments

SKILLS

Computing Skills

- MS Office (Word, Excel, Access, Powerpoint, Outlook, Power BI); Canva;
- Programming language: Cplex, Matlab.

English Proficiency

- TOEIC (Speaking + Writing: 280/400; Listening + Reading: 850/990).



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EDUCATION

International University (IU), Vietnam National University (2019 - May 2024)

School of Industrial Engineering and Management

Major: Logistics and Supply Chain Management;
GPA: 82.4/100.

ABOUT MYSELF

I embrace the opportunity to learn new things and am not afraid to explore new fields. I am committed to continuous learning and applying my knowledge and skills in this dynamic industry.

ACTIVITIES

Publication | 2024

- Detecting fault diagnosis in rotating machine - IEEE International Conference.

Teaching Assistant for courses at IU | 2023 - 2024

- 2 courses - Business and Computing skills course + Multi-Criteria Decision Making course: designed exercises for homework, instructed for solving exercises, reviewed before exams.

Course projects in IU | 2020 - 2023

- 2020: Built a smart garden application model - Leader - coding;
- 2022: Designed an interface for a website "Booking for Teaching Assistant in IU" - Team member - supported ideas and arranged the interface layout;
- 2023: Applied Machine Learning models for forecasting bike demand - Team member - Coding support;
- 2024 - Thesis: Deep Learning for fault diagnosis in rotating machine.

Head of Organization Team in Vietnam National Union of Students at IU | 2022

- Team Members: 15;
- Planned timelines + organized 5 events successfully: Health Challenges, Spring campaign, Students of 5 merits, Women's day, Recruitment members.

Part-time staff at IU Library | 2020 - 2023

- Receptionist: Booked study room and processed library's system for borrowing documents, books.

WORK EXPERIENCES

Coordinator and Customer service in Sales team at CP World | May - Sep 2024

- Checked & released bookings for agents;
- Planned to request bookings from Carriers: SNK, IAL, WHL, SITC;
- Planned shipment for 5 routes: HKG, PKG, BKK, SHA, KEE;
- Worked with Depot 5 at Cat Lai Terminal.
- Developed a regular customer care plan, email marketing, quotation, finding & contacting potential customers.

Warehouse assistant and Coordinator intern at Vua Nem Company | June - Sep 2022

- Tracked & traced the process of products moving in and out of the warehouse using the WMS;
- Planned the shipments of orders.

SKILLS

Computing Skills

- Microsoft Office (Word, Excel, Access, Powerpoint, Outlook); Canva, Vyond, Storyline 360;
- Fast pro, EWMS, E-port;
- Programming language: Cplex, Matlab.

English Proficiency

- TOEIC (Speaking + Writing: 280/400; Listening + Reading: 850/990).

Soft Skills

- Teamwork; Adaptability; Team Leader; Planning skill; Time management.

AWARDS

- Certificate of Commendation for Outstanding Student Union Officer 2021-2022;
- Got in 2 years continuously - Student of 5 merits 2021 - 2022; 2022 - 2023.



NGUYỄN HOÀNG TÚ NHI

📍 Quận 10, TP. HCM

☎ 0837012897

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HỌC VẤN

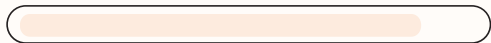
Đại học Quốc tế-ĐHQG HCM (2019 - hiện tại)

Khoa Kỹ thuật và Quản lí công nghiệp

GPA: 81/100

KỸ NĂNG

• Giao tiếp



• Office



• Tư duy phản biện và sáng tạo



• Làm việc nhóm và phối hợp



DANH HIỆU & GIẢI THƯỞNG

- Cán bộ Hội Sinh viên xuất sắc
- Sinh viên 5 tốt

MỤC TIÊU

Trau dồi trình độ và kiến thức thực hiện các hoạt động công nghiệp, rèn kỹ năng giao tiếp, mở rộng mối quan hệ và trải nghiệm môi trường làm việc thực tế,

KINH NGHIỆM LÀM VIỆC

Dự án môn học

- Tham gia cuộc thi Logage 2022
- Thiết kế và lập trình ứng dụng cho dự án vườn thông minh
- Xây dựng giao diện website cho chương trình "Đăng kí lịch học trợ giảng"

Kinh nghiệm đạt được

- Kiến thức cụ thể và quy trình phát triển dự án

Trưởng Ban Tổ chức Hội Sinh viên Đại học Quốc Tế

Hội sinh viên IU | 2021 - hiện tại

- Tham gia và lập kế hoạch chiến lược cho sự kiện
- Kỹ năng quản lý nhóm

Trưởng Ban Tổ chức các hoạt động và sự kiện tình nguyện

- Tổ chức Lễ ra quân Xuân tình nguyện, Lễ Tuyên dương Sinh viên 5 tốt | 2021 - 2022
- Thiết lập và mở rộng các mối quan hệ giá trị

Nhân viên thư viện

Thư viện IU | 2020 - hiện tại

- Quản lí sách, thiết bị, và đặt lịch phòng họp
- Tinh thần trách nhiệm, tính cẩn trọng và tỉ mỉ