

# Nguyet Le

✉ [nguyetlt07@gmail.com](mailto:nguyetlt07@gmail.com) | 📞 +84 35 651 8031  
🐙 [github.com/Lauracandoit](https://github.com/Lauracandoit) | 🔗 [linkedin.com/in/nguyetle07/](https://linkedin.com/in/nguyetle07/)

## Summary

Aspiring software engineer passionate about computer science. I'm eager to learn and grow in the field, and highly appreciative of all opportunities that come my way.

## Skills

**Languages:** APEX, LWC, Aura, Java, JavaScript, TypeScript, SQL, HTML, CSS

**Technologies & Tools:** Angular, ReactJS, Next.js, Tailwind CSS, Framer Motion, MDX

## Project Work

- **Personal Website: Callmelaura (2024)**
  - **Description:** A responsive website showcasing my work experiences, blog posts, and projects.
  - **Technologies Used:** HTML, CSS, JavaScript, Next.js, Tailwind CSS, Framer Motion, MDX
    - \* Utilized MDX to manage blog content.
    - \* Employed Framer Motion for smooth animations and transitions.
    - \* Ensured responsive design across various devices and screen sizes.
    - \* Implemented SEO best practices to improve search engine rankings.
    - \* Integrated third-party APIs to enhance functionality.

## Education

**Hanoi University of Science and Technology (HUST)**

Expected to graduate in Oct 2025

B.E. in Information Technology

**GPA: .../10**

Object Oriented Programming, Databases, Discrete Maths, Data Structures and Algorithms, Operating Systems, Computer Networks, Machine Learning, Data Mining, Advanced Data Structures and Algorithms,

**National Economics University (NEU)**

Sep 2016 - April 2020

B.E. in Planning and Investment

**GPA: 3.19/4**

Relevant Coursework: Investment Analysis, Financial Planning, Business Strategy, Data Analysis, Strategic Communication, Investment Planning, Business Results Analysis

## Certificates

- **Salesforce Certified AI Specialist**
- **Salesforce Certified Administrator**
- **The Complete 2024 Web Development Bootcamp - Dr. Angela vu:**
  - Learned about full-stack Web development and libraries such as Bootstrap.
  - Technologies: HTML, CSS, Java, Node, Python, Bootstrap, REST API
- **CS50 - Harvard** Introduced about Computer Science
  - Introduction to Computer Science, covering how computers work.
  - Technologies: C, Python, Java, SQL, AI, HTML, CSS, JavaScript, Flask.
- **Automate the Boring Stuff with Python Programming**
- **Complete Python Mastery**

# Work Experience

**Upp Global Technology, Hanoi Vietnam**

June 2024 - Present

## ***Salesforce Developer***

- Collaborated with stakeholders to gather and analyze business requirements for Salesforce enhancements.
- Conducted requirements and interviews with end users to define business needs.
- Proposed scalable Salesforce solutions based on best practices, aligning with business goals.
- Created SRS (Software Requirement Specification) and BRD (Business Requirement Document) documentation.
- Writing test cases and performing system/UAT testing.
- Prepared user guidance and training materials, and conducted knowledge transfer sessions for end-users and support staff.
- Salesforce Admin for Internal Salesforce System, response to build flows, validation rules, manage profile,... that support for Company's sales Process.

**ModSquad, Remote**

Oct 2021 - Present

## ***Customer Support Team Lead***

- Assisted team members in handling complex customer issues, escalations, and technical issues.
- Performed quality assurance on teammates' work.
- Supported customers in Vietnamese and English across multiple channels.
- Worked with multiple customer support tools such as LivePerson, Slack, Workforce, and Advisor Desktop.
- Collaborate with the IT department, Helpdesk to provide feedback on virtual tools for Customer service department.

**Maritime Bank, Hanoi Vietnam**

Sept 2020 - Aug 2021

## ***Personal Customer Specialist***

- Collaborate with the IT department to provide feedback on the effectiveness of the tools used.
- Managed customer accounts, providing guidance on various bank products and services.
- Collaborated across departments to resolve complex customer issues promptly.
- Performed administrative tasks, ensuring compliance with banking regulations.

**B-RISE BUSINESS SOLUTIONS COMPANY LIMITED, Hanoi Vietnam**

Jul 2019 - Jul 2020

## ***Customer Relationship Specialist***

- Creating media plans and marketing strategies for new products
- Social Media Management