



# HOANG SON LAI

A motivated and responsible individual seeking opportunities to gain hands-on experience, develop professional skills, and contribute to a dynamic and collaborative work environment. Eager to learn, adaptable, and committed to delivering high-quality service in any role undertaken.

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## Skills

- ◆ Time management and multitasking
- ◆ Teamwork and problem-solving
- ◆ Communication
- ◆ Microsoft Office
- ◆ Data Analysis (Excel, R)
- ◆ Data Visualization (Tableau, Power BI, R)

## Certifications

**05/2024**

**IELTS 7.5** – English Language Proficiency

**11/2023**

**CFA Level 1** – Chartered Financial Analyst

## Interests

Reading books  
Watching movies  
Playing basketball

## Work experience

**Bao Viet Insurance Company (Vietnam)** 10/2024 - 12/2024

### Insurance Intern

- Received customer phone calls regarding policy inquiries and claims.
- Processed customer data and entered it into the company system.
- Supported the processing of insurance claims and documentation.
- Assisted in preparing marketing materials and policy summaries.

**Shinhan Vietnam Finance Company** 05/2024 - 09/2024

### Telesales Representative

- Contacted potential customers with loan needs via phone.
- Advised clients on loan options, including interest rates, terms, and credit limits.
- Prepared loan applications and gathered necessary documents for processing.
- Maintained accurate records and followed up with clients throughout the loan process.

**RSM Vietnam Auditing & Consulting Limited Company** 01/07/2023 - 31/07/2023

### Audit Intern

- Supported financial data collection and processing.
- Drafted audit reports and prepared financial documentation.
- Assisted auditors during fieldwork and client engagements.
- Supported administrative and audit procedures.

**NLA English (Vietnam)** 08/2022 - 12/2022

### Administrative Assistant

- Welcomed and guided clients at the reception.
- Managed office supplies, documents, and classroom equipment.
- Coordinated inventory (stock in/out) and managed schedules.

# Education

**Monash University (Australia)**

**03/2025 - Now**

## **Master of Business Analytics**

- Develop advanced skills in data analysis, statistical modelling, and machine learning.
- Learn programming tools such as Python, R, and SQL for data processing and automation.
- Apply data visualization and storytelling techniques to support strategic decision-making.

**Foreign Trade University (Vietnam)**

**10/2020 - 07/2024**

## **Bachelor of Banking and International Finance**

- Degree Classification: Distinction (GPA 3.36)
- Acquired strong foundations in finance, accounting, and economics.
- Trained in data collection, processing, and analytical thinking.

# Activities

**"Lunar New Year comes to mountainous area" program**

**04/01/2024 - 07/01/2024**

## **Volunteer**

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- Organized and participated in charity and cultural events.
- Delivered gifts and school supplies to underprivileged children.