



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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39 Glenbrook Avenue Clayton
VIC 3168

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

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

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