**TOP PENHVICH**

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**Personal Profile**

-An international student, doing a Master of Business Administration at Cardiff Metropolitan University.

-An ambitious, responsible, teamwork, confident, detailed analysis, organised, hard-working, and self-motivated individual willing to undertake any tasks.

-Passion in Business, Finance, and Technology.

**Education**

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| **September 2019 – Present** | **Master of Business Administration**  *Cardiff Metropolitan University, United Kingdom*   * Management of Finance: 1:1 * People and Organisations: 2:1 * Accounting for Decision Making: 1:1 |
| **May 2018 – May 2019** | **BA (Honours) Business Management (Grade: 2:1)**  *East Asia Institute of Management, Singapore*   * Leadership and Change management: 1:1 * Strategic Management: 1:1 |
| **May 2016 – May 2018** | **Advanced Diploma in Business Management Studies**  *East Asia Institute of Management, Singapore*   * Business Statistic and Financial Account: A+ * Financial Management: A+ * Managerial Accounting: A |
| **August 2013 – July 2016** | **High School Diploma (Grade: 96.694 B grade)**  *Home of Khmer, Cambodia*   * Mathematics: A grade * Chemistry and Physics: B grade |

**Work Experience**

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| April 2020 | Customer Service Advisor  *Firstsource Solutions, Cardiff*   * (Customer service): help and advise a variety of different customers over the phone as well as provide them with quality supports. * (Customer relationship): Build trust through having a meaningful and positive conversation * (Financially data analysis): Analysis and advice customers on their financial issues or technical problems related to their financial accounts. * (Sales and Marketing): contact different clients and provide them financial information needed. * (IT support): help customers and colleagues with their technological needs. |
| April 2020 | **Brand Ambassador**  *Churchill Gowns UK, UK*   * **(Social Media Marketing):** Create an online campaign and post on online forums hosting for students’ graduation. * **(Online communication):** Interaction with clients and reach out to them on social media platforms. * **(Sales Management):** Create marketing strategies to attract customers. * **(Content Creation):** Create videos or photos ‘contents and post them online. |
| April 2019 – August 2019 | **Trainee**  *Go Vacation, Cambodia*   * **(Data Entry):** Input company’s resource and output tour packages, hotel and attraction’s rates * **(Documentation):** Daily assist team members to create itinerary & contracts * **(IT support):** Support small and technical software configuration |
| May 2018 | **Volunteer**  *Singapore*   * **MINDS of Singapore: Active supporter** * Responsibility: Communicate and provide hospitality to disabled people. * **YMCA: Logistic Helper** * Time management and teamwork to stock supplies * Flexible approaches and product management to prepare supplements and distribute to participants |

**Achievement**

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| --- | --- |
| **Expected to be April 2020** | **Cardiff Met Award: Enterprise and Entrepreneurship**  Obtained: Presentation skills, Academic writing, Leadership, Enterprise culture, Business proposal. |
| **Expected to be April 2020** | **Microsoft Excel Certificate**  Obtained: IT skill |
| **December 2015** | **Letter of Commendation**   * Passed the Mathematics examination ranked 2nd * Passed the Physics examination ranked 1st * Passed Khmer Literature examination ranked 3rd |

**Interest**

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| --- | --- |
| **May 2020** | **Online Learning**   * Intermediate Management Accounting * Introduction to Hyperledger Blockchain technology * Design Thinking: UX and Advanced Topics * SAP and Sage Accounting system |
| **May 2020** | **Microsoft Office Specialist Outlook**  *Cardiff Metropolitan University, UK* |
| **April 2020** | **MTA Web Designs Fundamental**  *Cardiff Metropolitan University, UK*  Obtained: Web design, HTML & CSS, Microsoft Technology Associate qualification. |
| **December 2019** | **Toastmaster of Evening**  *East Asia Institute of Management, Singapore*  Obtained: Public speaking and diverse cultural interaction skills. |
| **November 2016** | **Captain of University’s sport event**  *East Asia Institute of Management, Singapore*   * Leading members with strategic approaches * Coordinate, encourage members with time management to enhance winnings. |
| **August 2016** | **EASB - Cambodia Oversea Merit Scholarship**  Obtained: Independent, time management and daily cash management |

**Skills**

* **Business-related Management**

*Obtained: Complete University award: attends entrepreneurship and networking workshops, writing a business proposal, and business planning.*

*Work experience: Manage services’ strategies to clients*

* **Relationship building**

*Obtained: University assessment and workshops especially networking events*

*Work experience with diverse customers*

* **Customer relation and service**

*Obtained: work experience: interact and provide support to fulfill clients’ needs; building trust and meaningful conversation with customers.*

* **Financial Records and Analysis**

*Obtained: University assessments*

*Work training and experience: keeping clients’ records and advice client’s financial instruction and planning*

* **Online marketing and sales**

Obtained: work experience: reach out, give support and advice to clients

* **Time management and goal creation**

*Obtained: Volunteered work and participate in University’s events*

*Cardiff Met award as well as a team leader in presentation and sports competition.*

*Work experience: task scheduling and working toward targets*

* **Technical Tools**

*Accounting system: Quickbook, SAP, and Sage*

*Designing system: Adobe XD, Adobe illustration and Photoshop*

* **IT skills and Documentation (Microsoft Suites: Word, Excel, PowerPoint)**

*Obtained: Completed group project in management information system module*

*Achievement and learning experience includes Microsoft offices and Web design*

*Documentation from work experience*

*Technology configuration skills from working experience*

* **Verbal, written and Public Communication**

*Obtained: Deliver presentation and speech in University’s assessments and event*

*Build relationships from volunteer experience and workplace*

*Interact with diverse clients and public interaction*

* **Problem-solving**

*Obtained: Assessments at University, work experience*

* **Multitasking**

*Obtained: coordinating teamwork and day-day task at work*

* **Leadership**

*Obtained: Became team leader in University’s sport event*

*Complete University awards: lead teammates to complete business ideas management*

*Work experience: lead colleagues for system training*

* **Documentation**

*Obtained: Completing University award and assessment: completed business proposal and assignments.*

*Daily work experience: completed business itineraries, daily reports.*

* **Teamwork and Team player**

*Obtained: work experience, Group volunteered, teamwork at work, group assessments in University*

* **Attention to Detail**

*Obtained: Working experience as a customer service advisor*

*Demonstrate sales messages to clients (Brand Ambassador)*

*Team Leader in sports’ events where strategical planning was needed*

* **Product planning and logistic**

*Obtained: Volunteered works and working experience*

**Hobbies and Additional Information**

* **Educational Passion:** Finances, Entrepreneurship and Technology
* **Daily Activities:** Sports, Gym, Reading books & news
* **Passion:** Research, Discovery, Communication, Music, and Travel

**Reference**

Available on request.