**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
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| **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
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| **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
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| **August 2013 – July 2016** | **High School Diploma (Grade: 96.694 B grade)** *Home of Khmer, Cambodia** Mathematics: A grade
* Chemistry and Physics: B grade
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**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.
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| 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.
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| 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
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| 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
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**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
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**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
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| **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.
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| **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.