



Tracy Hoang
Email:
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Experienced Tutor, Translator and Interpreter / (Trados and MS Office Expert)

- Service-focused, technically skilled and hardworking professional with 6 years of experience as a translator, personal assistant, 2 years of experience as a manager with 4 employees and 2 years of experience as a private tutor to foreigners and Vietnamese, teaching English, Vietnamese and Chinese.
- Advanced skills in MS Office Suite including Word, Excel, PowerPoint and Outlook with a demonstrated ability to quickly learn new computer programs.
- Expert interpersonal and communication skills -- known for tactful handling of sensitive and confidential issues; an ability to resolve administrative and other issues for a wide range of clients and consultants.

1/2013 – 3/2015, private teacher and center teacher (Hanoi, Vietnam)

One to one teaching and group teaching to students at different levels and ages
Planning lessons using chosen books and selected materials suitable to the units in the books
Communicating with parents and students to provide a better teaching service and make sure they are happy with the service
Compiling, organising and storing materials for lesson planning.

Books used:

To young learners: Using Family and Friends books

To adults: Using Cambridge's Real Listening and Speaking books

Self marketing on the internet and around the neighbourhood, answering phone calls asking about the teaching service, meeting potential clients to answer more about the service and decide what service the customer needs, setting the time and date and sort out payments, teaching, etc.

2008 – 2015, Freelance Translator and Interpreter (English/Vietnamese/Mandarin)

Freelance Projects Completed Include:

- ✓ **Trang Tuan Company (a wood import company)** – December 2014

Interpreting in a meeting between ITS WOOD Director and Trang Tuan Company Director to clear previous issues and negotiate new contracts

- ✓ **Spytours International** – January 2014 - Present

Translating email correspondences, reports and job applications

Interpreting in meetings

- ✓ **Vinachips** - January 2014

Interpreting for a Chinese QC expert during his quality assessment duties in Ha Long, Vietnam

- ✓ **Bogast Bois SAS France** - July 2013

Interpreting in a business trip for the CEO of Bogast Bois SAS France; assisting in market research and exploiting new business opportunities in Vietnam.

- ✓ **LeBlanc, VTC and NTV** - June 2013

Interpreting in conferences between VTC, LeBlanc and NTV TV station regarding a major corporate dispute between them

- ✓ **Vietnam International Seaports Festival** – August 2012 – May 2013

Translating festival documents from English to Vietnamese and vice versa.

Interpreting (simultaneously) in conferences between companies and government organisations (Ba Ria - Vung Tau provincial People's Committee).

- ✓ **An ADB Health Care Project** - November 2012

A medical document regarding dengue control and prevention.

- ✓ **MIPEC** - May, 2012

Translating company documents of a real estate project in Long Bien, Hanoi from English to Vietnamese.

- ✓ **Securewest International** - 2010 - 2011

Translating company brochures and documents from English to Vietnamese

Interpreting in conferences between Securewest and Vietnamese shipping companies in Ho Chi Minh

- ✓ **ATS Investment Joint Stock Company** – 2010 (**Chinese – English – Vietnamese**)

Interpreting in an investment proposal conference at the Intercontinental Hotel, in the conference between ATS and the Vietnamese Buddhism association, and as a field trip assistant to the Viet Lotus project in Quang Ninh Province.

- ✓ **VISION NGO** - 2009

Questionnaires and guidance notes (Vietnamese <> English) for Vision NGO nutrition project

- ✓ **Hason Books** - 2008

Medical reference books (Chinese <> Vietnamese), Articles on stock options and other related economics topics (English <> Vietnamese)

Office Manager and Translator

4/2011-9/2013, S&T Consulting & Service Company (Hanoi, Vietnam)

Served in administrative support roles for corporate clients in diverse industries, including construction, education, and maritime, insurance, hospitality food and drinks. Managed front-desk reception, database administration, spreadsheet creation, meeting scheduling and expense tracking, human resource management.

Manage translation teams and translating company documents and project documents..

Managing financial accounts and working with government offices in business registration and tax.

Assisting the Director/manager in their daily works, business trips and negotiations such as:

- o Translating Manager's reports and research documents
- o Interpreting/translation in meetings, negotiations,.etc.
- o Consulting to the Director/Manager in Vietnamese working culture and doing research to find information as required by the manager.

Key Accomplishments:

- o Handled a range of administrative support and office management tasks including business license applications, recruiting and managing staff, purchasing office supplies.
- o Developed PowerPoint presentations and reports that were praised for their quality, comprehensiveness and timeliness. Example: PowerPoint presentation on the organisation of the Vietnam 2012 International Maritime Festival Forum.
- o Courteously assisted customers within high-volume, deadline-driven settings. Example: Assigning translation of the Ecopark Business Review Report and related documents to translator, managing and coordinating the work of translators, coordinating the customer (Ecopark), consultants and the company. Earned a reputation for rapidly and calmly resolving customer complaints.

Bar/ Cafe manager

10/2011 – 1/2013, Spy Bar (Hanoi, Vietnam)

Organising stock purchase and storing. Marketing and advertising management. Staff supervisor and trainer. Financial management.

Key Accomplishments:

- o Development of a successful city centre bar.
- o Continual improvement of profits
- o Efficient control of stock, staff and the day to day business of the bar.

Example of internship jobs completed

- o 2010, Salient Media Co., Ltd (Hanoi, Vietnam)

- 0 2009, Taiwanese Chamber of Commerce (Hanoi, Vietnam)
- 0 2009, CIG Power (Hanoi, Vietnam)
- 0 2009, AIG Insurance (Hanoi, Vietnam)

Answered phones, scheduled appointments, greeted customers, researched customer and company profiles, translated company documents from English and Mandarin into Vietnamese and vice versa, assisted in organisation of conferences and events, recruiting insurance agents.

- 0 2010, Shelton Company (Hanoi, Vietnam)

Managed study material database, arranged, updated and filtered teacher CVs, answered phones and scheduled appointments for the study director, translated documents.

Key Accomplishments:

- 0 Earned consistent commendations for furthering chamber's desired image of profession and efficient service. Developed courteous and compassionate skills when satisfying the needs of customers and guests.
- 0 Ensured the optimum comfort of all guests in reception area and accommodated special requests. Ensured that guests are welcomed into a comfortable environment, arranged appointments and provided refreshments when appropriate.
- 0 Developed an ability to multitask with a busy working environment, examples include maintaining organised computer and hard-copy files for customer profiles and contracts.

Education

6/2006-6/2011, Hanoi University, Hanoi, Vietnam

- 0 2 Bachelor degrees
- 0 Major in Mandarin Language, minor in computer technology, study and research technique
- 0 Major in English Language, minor in basic economics

Skills

- 0 Interpersonal skills especially in dealing with people from different countries as I associates with many people from different countries and have gained a vast knowledge of their cultures and ways of life over the years.
- 0 Computing skills- as I personally liked computers and the internet for years and like the way the internet can help you with finding out and learning about so many different things, especially in researching.

Hobbies: Reading, travelling, sports, networking, singing, dancing

References available on request