

Thi Hong Anh Tran (Annie)

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CAREER OBJECTIVE

Seeking a position in a company where I can learn new skills and expand my knowledge through my dedicated and diligent efforts.

EDUCATION

Associate in Science for Transfer, Business Administration

Evergreen Valley College, San Jose, CA (GPA 4.0)

September 2019 – May 2022

Business Administration, Management Information System

San Jose State University, San Jose, CA

Expected December 2024

Relevant Coursework: Fundamentals of MIS, Networking and Data Communication, Principles of Financial Accounting, Program Design and Development.

EXPERIENCE

Front Desk Receptionist, Drs. Bui & Le Optometry, San Jose, CA

April 2019 – March 2021

- Greeting patients/customers and managing their flow through the office.
- Assisting optometrist.
- Answering phones, appointment scheduling, and verifying insurance eligibility.
- Authorizing and billing insurance claims.
- Placing orders (contacts, sunglasses, frames, lenses). Verify glasses and notify patients for dispensing.
- Selling frames, lenses, and coatings

Customer Service Leader, KTDC Business Center, Vietnam

January 2016 – August 2017

- Supporting members of the Customer Service team by consulting students, handling customer inquiries in a professional manner, and helping students find the courses that suit their English ability and requirements.
- Updating waiting lists and following up booking lists, doing the telesales, and emailing customers as requested.
- Supporting marketing and promotional event.
- Active participation in team meetings & training

English Teacher, Poly Foreign language center, Vietnam

February 2013 – January 2016

- Caring and knowing exactly what is required to support children in kindergarten, and preschool.
- Collaborating with teaching assistants to prepare lectures and direct instruction in the class.
- Working alongside other teachers to plan activities.

ACTIVITIES

Participant, English Club Leaders, Vietnam

SKILLS

Technical: Python, MS Word, PowerPoint, Excel, Zoom.