

OBJECTIVE

9 years of experience in banking sector, high-level customer service and administration. Result-oriented, organized, and motivated individual is seeking an available mid-level position with reputed organization in an effort to utilize years of experience to fulfill the company's strategic requirements and persuit self-growth.

WORK EXPERIENCE

Hanoi City's Public Security

OCT 2015 - MAR 2022

BANKING SECURITY AND ANTI-MONEY LAUNDERING OFFICER

MAIN RESPONSIBILITIES:

- In charge of maintaining internal security of banks and credit institutions in Hanoi includes banks' bad debts, advisory of solution to bad debts, suspicious transactions, ATM and cards risk-related.
- Maintaing and advisory of banking regulatory updates, economic and banking scams, tricks and disseminating knowledge to banks and local people.
- Ensure banks' internal procedure (both human factor and technology framework) in social and legal norms.
- Incorporating with other divisions and state agencies, banks, SBV to solve complex suspicious banking situations revolving foreign cashflows, AML...

ACHIEVEMENTS AND SKILLS GAINED:

- Extensive knowledge of banking systems and economic scam tricks.
- Profound understanding of AML transactions through numerous cases solved
- Responsibility.
- Quality control and problem-solving.

Bank for Investment and Development of Vietnam (BIDV Hanoi)

OCT 2014 - OCT 2015

INTERNATIONAL PAYMENT OFFICER

MAIN RESPONSIBILITIES:

- In charge of intenational payment operations in both retail and corporate fields of the bank.
- Acknowledge and update international payment regulatory within the divisions, co-workers and customers.
- Work with SBV and update of pros and cons in international payment regulations to help support SBV in eliminating flaws and building up better versions of regulations after time.

ACHIEVEMENTS AND SKILLS GAINED:

- Thorough knowledge of international payment operation, scams and tricks in international payment.
- Task and time management skills
- Problem-solving skills

**Bank for Investment and
Development of Vietnam
(BIDV Hanoi)**

JAN 2013 - OCT 2014

PRIORITY CUSTOMER RELATIONS SPECIALIST

MAIN RESPONSIBILITIES:

- Access and review on-board retail and corporate customer KYC (conduct event or time driven periodic reviews) in term of savings and credits.
- Build and maintain a strong relationship with priority customers by research and profound understanding of customers' wants, needs, and pain points in order to tailor bank's products, services, and communication to their specific needs.

ACHIEVEMENTS AND SKILLS GAINED:

- Extensive knowledge of customer service.
- Excellent communication skills and teamwork.

EDUCATION

2011 - 2013

MASTER OF PROFESSIONAL ACCOUNTING

University of Adelaide (Australia)

2009 - 2011

BACHELOR OF INTERNATIONAL FINANCE

University of Adelaide (Australia)

SKILLS

- Proficient in Microsoft Office
- Organization and time-management.
- Accountability and effective communication.
- Research skills.
- Teamwork.