

Tram Anh Pham

No 9, Alley 15, Son Tay Street, Hanoi, Vietnam

Email: tramanh.pham161@gmail.com

Mobile: +84392.733.598

Education

2013-2016: **University of Bristol, UK**

Civil Engineering BEng – 1st Class Honours

2011-2013: **Kings College Oxford, UK**

A-levels: Further Mathematics (A*), Mathematics (A*), Economics (A), Physics (A)

2010-2011: **High School for Gifted Students, Vietnam**

Overall (13 subjects): 9.4/10

Career History

Project Manager – Smartay Education Vietnam, Hanoi

April 2019 – March 2021

- Designed and ran various education programmes for students studying in Vietnam and abroad. Created *Smart2Be* Online Study Platform (2,000+ classes after 3 months). Tasks include: design programme content and structure; build and run 2 websites, 3 social media channels; manage and run marketing campaigns; control financial budget; ensure the highest customer satisfaction; analyse and manage project risks, etc.
- Worked closely with schools and universities in the UK, America, Australia, etc., to bring more educational opportunities for Vietnamese students with high scholarships. Ran various events to raise the brand awareness of Smartay Education and studying abroad. Constantly reached out to schools and universities in Hanoi and Saigon to recruit potential students.
- Maintained an effective workflow and communication with British and Hong Kong investors.

Operation Manager – Toong Co-working space (Trang Thi), Hanoi

Dec 2018 – April 2019

- Oversaw the day-to-day operation of the Co-working space, ensuring the highest customer service, staff performance and controlling the spending and the revenue of the venue.
- Significantly improved the operational procedures through improving sales process, integrating sustainable office practices (recycling boxes, paper saving programme), holding weekly social events and upgrading the recruitment process.

Project Specialist – Chicland Hotel, Danang

Nov 2017 – April 2018

- In charge of F&B set-up phase (staffing, finance, designing, purchasing). Produced the F&B Standard operating procedure (SOP) for a 4-star, 153-room hotel in Danang.
- Collaborated with team members in other departments for different tasks (branding identity, marketing, equipment purchasing, etc.). Supported investors in recruiting key staff.

Restaurant Set-up Manager – Caledonia Vietnam, Hanoi

Feb 2017 – Dec 2018

- Worked with foreign investors to manage the set-up phase of new restaurants, including finding properties, dealing with suppliers, construction management, financial paperwork, recruiting and training staffs, preparing for events and managing the restaurants after opening. Managed other tasks in between projects.
 - *May – Oct 2018*: Durty Bird Restaurant (37 Hang Hanh) - 5 floors, 70 seats.
 - *August – Nov 2017*: Chops Restaurant (56 Pham Huy Thong) - 3 floors, 60 seats.
- Managed the operation of the restaurants and ensured the highest satisfaction for all customers. Controlled financial and stock management (FOH). Trained staffs to maximise the effectiveness in working between departments. In charge of all administration work.

Education consultant – Various centres, Hanoi

January 2017 - Present

- Design bespoke study programme for high-end clients. Career coaching for young adults. Teach IELTS, Business English, Interviews to university students and businessmen. Tutor A-Level subjects (Mathematics, Physics and Economics).
- Owner of “*Sửa-Dịch CV*”: provide professional CV and Application writing service (150+ clients).

Assistant Engineer – Carillion Rail, Derby, UK*June – Oct 2015*

- Produced various designs and case studies for MMLE project. Designed 6 temporary work templates for *Tinsley Project* (Sheffield) with several site visits. Participated in organising Carillion Team Building event (Summer Internship).

Peer Mentor, Visa Advisor, Ambassador– University of Bristol, UK*2014 – 2016*

- Mentored 10 first-year Engineering students yearly to ensure their best academic outcomes.
- Mentored nearly 500 students yearly to give advice on student life. Advised new students with Visa application process. Worked on monthly basis for administration job at the International Office.
- Mentor of the “*Realising Opportunities UK*” programme, guiding students with difficult backgrounds to apply to universities in Russell Group (UK) through weekly sessions, workshops and seminars.

Extra-curricular activities and interests

- Founder of ***The Good Human*** (*Sept 2020 – Present*): a non-profit project promoting sustainable lifestyle and eco-friendly products. Tasks include: running social media channels, 1 website, recruiting and managing members and volunteers (40+ volunteers, 2+ engineers), working with third parties (government bodies; NGOs, suppliers; etc.).
- Vice President of University of Bristol Vietnamese Society 2014 - 2016. Core team member of AIESEC Bristol, organised *Train the Trainers 2014*. Key organiser of *Kiss me – I'm Green 2014*, undertook a Sustainability survey of 1000 students (*UBU Get Green 2016*). *Global Enterprise Experience Participant (2021)*. *Animals Asia Volunteer (2021)*.
- Professional membership: Mystery Shopping Professionals Association (MSPA); Vietnam Accelerator Lab Community (UNDP); DIWA – Advancing Women Social Entrepreneurs in ASEA.

Other skills and awards

- **Languages**: English (IELTS 7.5), Vietnamese (Native), Spanish (Intermediate).
- **Computer skills**: Microsoft Office (advanced); MatLab, AutoCAD and 3DMax (intermediate); POS system for F&B industry (advanced); Adobe design software (upper-intermediate); CRM.
- **Certificates**: Certificate of pedagogical training; Certificate of professional training in overseas study counselling; Green Economy & Trade (UNitar); White Belt Six Sigma Certificate.
- **Awards**:

University of Bristol, UK

• Bristol PLUS Award 2016

• International Office Scholarship for Outstanding Undergraduates 2013

• Sir Alfred Pugsley Scholarship for Outstanding Engineering Students 2013

Kings College Oxford, UK

• Silver Prize - National Mathematics Challenge 2012

• Scholarship for Outstanding new students 2011

High school for Gifted Students, Vietnam

• Scholarship for Outstanding new students 2010

Reference available upon request.