**Bich Ngoc Nguyen (Sarah Nguyen)**

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**PROFESSIONAL SUMMARY**

I am a final year undergraduate Bachelor of Laws student with a background in management, hospitality and entrepreneurship. I am driven by innovation and have consistently sought hands-on experience in the creative business space. I am passionate about the opportunity to contribute to the growth of business clients by providing a service that focuses on the practicalities of developments in the legal sector on their business.

I do not need the employment permit to work in Ireland.

**EDUCATION**

**Dublin City University 2019 - 2022**

Bachelor of Law

**St Andrew’s College Dublin** **2013 - 2015**

Leaving Certificate Qualification

**WORK HISTORY**

**Naas Inn** (Kitchen Assistant) **2016 – 2021**

* Taking the orders of in excess of 70 clients daily and liaising with external delivery partners to organise home deliveries
* Demonstrating an exceedingly high level of client service and problem-solving skills by listening to client queries and providing solutions that maintain restaurant reputation
* Leveraging commercial awareness skills by consulting with management staff to plan menus, taking into account costs and projected benefits, as well as special event needs.
* Leading administrative function through the allocation of employee shifts, absence leave recording and holiday leave allocation

**Nail Boutique** (Founder & Manager)  **2017- 2018**

* Retained clients by delivering a high quality of customer care, remaining up to date with nail industry trends and conducting a loyalty scheme.
* Led in the day-to-day running of the salon, including saloon design/organisation and the sourcing of materials
* Managed a team including employee trainings, acquisition and roster
* Analysed patrons' nails and other physical features to determine and recommend beauty treatment or suggest nail styles
* Spearheading business development by employing outbound and inbound techniques for client retention, as well as conducting market research on competitors operating in the same space

**Amazon.com** (eCommerce Seller) **2016 - 2018**

* Successfully established my private label brand which is Neauty on Amazon US, following the identification of an opportunity in this space.
* Relied on negotiation skills to come to agreement with the manufacturer and co-ordinate freight
* Ensured the influx of customer queries on a regular basis were answered in an effective manner
* Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices

**EXTRACURRICULAR ACTIVITIES**

* **Entrepreneurship –** 2x Founder, both in eCommerce and Beauty Industry
* **Student Societies** – Member of DCU Law Society and Erasmus Student Network Society
* **Member Of FLAG Committee** – FLAG is a student society which provides free legal advice service to the public under the training and supervision of qualified solicitors.
* **Member Of Black Student & Students of Colour Advisory Group –** We strive to uproot racism and create an inclusive environment for all students. We look into the challenges that black students and students of colour are facing and report to the Student Union to find the solutions for such issues. We also participate in student activities to raise awareness about racism in the society.
* **Stocks & Cryptocurrencies** – Investing in stocks and cryptocurrencies, which involves researching and analysing the market, as well as risk management.
* **Matheson Career First Programme** – I joined in the programme when I was in my first year of college. The programme was run by Matheson to give students insight into the work and role of in-house lawyer. Other students and I were divided into different groups to present our ideas on how to diversify the working environment.
* **Pathway to Success Programme** - I am currently taking part in the Pathway to Success programme which is organised by DCU. The goal of the programme is to increase self-esteem, wellbeing and resilience. As legal environment could become too stressful at some point, by joining this programme, I have learnt to be highly-motivated and gain insight into my mental fortitude to achieve my legal aspiration.

**SKILL**

* Vietnamese Level: Native