

Marguerite Trinh

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- Qualifications**
- Self-disciplined professional with a strong commitment and solid knowledge in business processes and general management.
 - Effective at conducting market research and business analysis.
 - Proficient in process improvement and customer service.
 - Skilled in documentation and administrative assistance.
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Education Idaho State University, Pocatello, ID
Bachelor of Arts in Business Administration • May 2019

- Experience**
- Johnson's School of Business, Pocatello, ID
Enterprise Course • Aug 2018 – Dec 2018
- Interviewed and conducted customer and Target's employees needs research.
- Johnson's School of Business, Pocatello, ID
International Trade Course • Aug 2018 – Dec 2018
- Collected the export commodities data to analyze the government structure and political risks for different countries, commercial competitions, etc.
- ProCraft Business Ltd., China
Office Director Assistant • May 2018 – Jul 2018
- Provided support in handling customer complaints, tracking customer satisfaction rates, and improving customer service quality.
 - Assisted with service standards development; helped develop regulations and managed documentation.
- Johnson's School of Business, Pocatello, ID
Organizational Behavior Course • Jan 2018 – May 2018
- Analyzed the restaurant's high turnover rate, defined its main cause, and developed process improvement tools to address the issue.
- Johnson's School of Business, Pocatello, ID
Cross Cultural Management Course • Jan 2018 – May 2018
- Compared different cultural backgrounds to adjust training materials in order for the employees to provide a quality service within a different environment.
- Johnson's School of Business, Pocatello, ID
Business Writing Course • Jan 2017 – May 2017
- Conducted market analysis to develop effective product promotions.
- Johnson's School of Business, Pocatello, ID
Environmental Design Course • Jan 2017 – Apr 2017
- Developed schemes for reusable materials to help the environment.
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Skills MS Office Suite (Word, Excel, and PowerPoint) • Decision Making • Communication Skills • Flexibility • Team Orientation • Multi-Tasking