

LE THI MEN

ADMINISTRATION & PLANNING COORDINATOR

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PROFESSIONAL SUMMARY

Administration and planning coordinator with **2+ years** in operations and contract administration, holding a Bachelor's in Office Administration. Skilled in client data and business operations analysis, audit scheduling, records keeping and English communication with international clients. Currently coordinate **85 audits a month** for **496 clients**; previously ran a **598-applicant** scholarship selection cycle.

WORK EXPERIENCE

Textile Operations Coordinator — Control Union Vietnam **02/2025 – Present**

- Plan an average of **85 audits per month**, allocating auditors and certifiers to keep projects on track.
- Develop audit plans for **496 clients across 919 projects**, guiding international clients in English.
- Analyze and report monthly on business performance and team KPIs.
- Process invoices, track payments and prepare operational and financial reports in Excel.
- Handle office documentation, coordinate transportation and optimize travel costs.

University Scholarship Program Manager (Volunteer) — VietHope (VSDP) **04/2024 – 08/2025**

- Managed the scholarship program from planning through operational reporting.
- Processed application data for **598 applicants** and organized candidate interview sessions.
- Coordinated the VSDP Southern Scholarship Award Ceremony for **156 students and guests**.

Data Entry Intern — Sun World Group **07/2024 – 12/2024**

- Processed and managed **1,300+ customer contracts** for the Southern region with high accuracy.
- Maintained contract records in Excel and OneDrive; answered customer calls and emails.

SKILLS

Administration & Planning: Records management, contract administration, interview coordination, applicant data management, scheduling, event organization.

Operations: Project coordination, invoicing and payment tracking, B2B client support.

Data Analysis: Customer data, operations and team KPI analysis; monthly performance reporting.

Tools: Microsoft 365 (Excel, Word, PowerPoint, Outlook, SharePoint, OneDrive).

Languages: Vietnamese (native); English – intermediate (VSTEP B1), used daily with international clients.

EDUCATION

Bachelor of Office Administration — GPA 3.0 / 4.0 **09/2021 – 06/2025**
University of Social Sciences and Humanities, VNU-HCM

CERTIFICATIONS

Microsoft Office Specialist (MOS) — Word & Excel 2016 **01/2024**
VSTEP English Proficiency — Level B1 **12/2024**
Certificates: drive.google.com/drive/folders/1DrQvxoi0W439VI-lzTRhaeqlgw8Dk2bp