



Vo Khac Tam

Profile

- 0559 588 283
- Date of birth : June 20, 2000
- vokhactam.user@gmail.com
- fb.com/vokhactam.user
- Thu Dau Mot, Binh Duong

Skills

WORK ORGANIZATION – HUMAN RESOURCE MANAGEMENT
Capable of independently organizing work and coordinating personnel based on company-established criteria, as well as preparing performance reports.

PROGRAMMING – APPLICATION AND WEBSITE DEVELOPMENT
Capable of independently conceptualizing and developing applications to support users and automate tasks using popular languages such as Python, JavaScript, PHP, and HTML.

USING AI AND AI AGENTS FOR WORK
Know how to integrate AI and AI agents into workflows and stay up-to-date with current AI trends.
Capable of developing products that facilitate user interaction with AI or enable workflow automation.

SELF-LEARNING AND TEAMWORK SKILLS

Objective

Motivated professional seeking to grow in a dynamic environment, utilizing expertise in project management, programming, and AI integration to streamline workflows and deliver impactful solutions. Dedicated to continuous improvement and driving business success through innovation, collaborative teamwork, and adept communication and negotiation capabilities.

Work experience

USER MANAGEMENT (DEPLOYMENT & MAINTENANCE TEAM LEADER) 2021 - 2026
PHUONG NAM TELECOMMUNICATION SERVICES COMPANY LIMITED (FPT Telecom Partner)

- Manage a team of technical staff responsible for installing and maintaining home Internet connections (team size: 15–30 people).
- Analyze daily work schedules and resolve issues related to staff tasks.
- Analyze customer needs and propose improvements to sales operations.
- Training staff to develop strong customer service skills.
- Collaborate and communicate directly with other departments to determine the optimal approach for handling tasks.
- Plan and allocate resources to achieve the KPI targets set for each month and quarter.
- Organizing events and fostering interaction among departments.

FREELANCER (PART TIME JOB) 2021 - 2026

Freelancer

- Engaging in work during spare time to earn extra income.
- The projects involved website programming and the development of simple applications designed to optimize repetitive tasks and automate processes for users.
- Develop features to optimize user experience, handle errors, and maintain the system.
- Consulting on and implementing AI tools and chatbots to automate tasks and improve performance for clients.
- Organize and execute events and product PR programs for the company.
- Work independently: analyze requirements, plan, report progress, and deliver products on time.
- Continuously learn new technologies to enhance service quality and build a reputation as a freelancer.

Education

INFORMATION TECHNOLOGY (DISTINCTION) 2018 - 2021

MIENTRUNG INDUSTRY AND TRADE COLLEGE

Information Technology Major

Honors & Awards

2025 Recognized for a responsible and punctual work ethic in team projects.

2024 - 2025

Trusted by the project team and assigned a management or leadership role.

Possesses strong self-learning capabilities and a thorough approach to understanding new information. Skilled in teamwork and cross-departmental collaboration.

COMMUNICATION, NEGOTIATION, AND PRESENTATION SKILLS
Possesses strong communication, negotiation, and presentation skills. Capable of creative thinking and training other personnel.

Use office software (Word, Excel, PowerPoint, etc.)
Proficient in using office software; additionally, eager to learn and quick to adapt to new software.

2025 - 2026
Demonstrated excellence in self-study and completed multiple personal projects in programming and AI—specifically AI agents.

Certifications

- 2025 **2025 Technician Grade Promotion – Team Leader (FPT Telecom)**
- 2025 **AI for Everyone – Andrew Ng (Coursera)**
- 2024 **Machine Learning – Stanford University (Coursera)**
- 2022 **Soft skills certificate**