

Thanh Truc Le

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PROFILE

As a proactive individual with a foundation in journalism and a passion for creating engaging digital content, I am eager to apply my skills within a fast-paced sports media environment. Currently advancing my expertise through an MA in Journalism and Media Communications, I bring hands-on experience in video production, vlogging, and content creation. I am seeking internship opportunities to gain hands-on experience in the media and communications industry.

KEY SKILLS

- **Journalism & Content:** Digital Storytelling, Content Creation, Editing, Interviewing.
- **Digital & Technical:** Social Media Coordination, Microsoft Office, Mobile Journalism, Adobe InDesign (basic).
- **Core Competencies:** Communication, Time Management, Collaboration, Problem-solving.

EMPLOYMENT/WORK EXPERIENCE

Happy Town Homestay & Hostel, Customer Service Officer

Oct 2019 – Jul 2025

- Acted as the primary contact for guests, enhancing communication and problem-solving skills.
- Managed bookings and enquiries remotely, improving efficiency and customer satisfaction.
- Worked as a concierge, booking tours, transportation, and activity recommendations according to guest preferences, gaining key insights in reputation management.

Step Up English, English Speaking Teacher

Nov 2024 – Jun 2025

- Planned and delivered engaging EFL lessons to working adults, focusing on improving conversational fluency, pronunciation, and listening comprehension, resulting in increased student engagement.
- Developed tailored lesson plans and activities, enhancing students' language skills and confidence in real-world communication.
- Utilized innovative teaching methods and materials to create an interactive learning environment, leading to improved student satisfaction.

EDUCATION

MA Journalism and Media Communications

Sep 2025 – Jul 2026

University of Hertfordshire

- Relevant coursework: Journalism Skills and Reporting, Mobile Journalism, Media Production.

DIGITAL PROJECTS & PORTFOLIO

- **Personal Website & Portfolio** (<http://truclecreative.site/>): Designed and maintained a personal website to showcase work, including photography projects.
 - **Youtube Content Creation:** Independently produce, edit, and publish video content. Manages end-to-end production process, from filming to post-production editing.
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REFERENCES ARE AVAILABLE UPON REQUEST