



NGUYEN THI TU NGOC

WORK EXPERIENCE

VENESA CO.,LTD

-CUSTOMER ONLINE SUPPORT (7/2024 - 2/2025)

- Ensure the timely flow of goods from suppliers to the warehouse and distribution to customers.
- Conduct consultation calls with customers regarding beauty products, assist in answering questions, and provide detailed information about the products.
- Monitor and update order statuses, ensuring customers receive their orders on time.
- Resolve issues related to orders, coordinating with the warehouse department for quick and effective solutions.
- Collect and analyze data on product demand to optimize the ordering and inventory processes.

FREELANCER (11/2023 - 7/2024)

- Collaborating with Accountants and Teachers: Received and processed information to compile comprehensive reports, ensuring accuracy and timely delivery.
- Video edited promotional and event videos to enhance visual appeal.
- Support Year-End activities: Assisted in the preparation of reports and HR support(preparation, plan) for Year-End Party, contributing to a successful event execution.

SAIGON GROUND SERVICES

-INTERN (6/2024 - 2/2024)

- Serve, regulate, and guide customers to move through procedures quickly and promptly.
- Check the authenticity of customer information before boarding the flight
- Pick up planes and drop off passengers at the right station and on time
- On duty on the baggage conveyor belt to avoid errors and related problems

CONTACT

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RELEVANTS SKILLS

- Time management skills
- Proficiency in Excel, Word, PPT,...
- Teamworks skills
- Customer psychology understanding, consulting
- Quoting and product forecasting
- Problem analysis
- Content creating
- Image processing by code, tool
- Video editing
- Patience and integrity in the Workplace

HOBBIES

- Handmade
- Like Creative
- Play volleyball

EDUCATION

University: Vietnam Aviation Academy (2020 - 2024)

Field: Business Administration

Academic performance: Good

TOEIC and MOS