

# Le Thi Hong Nhung

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Dist., Hochiminh City, Vietnam

## Overview

- 5+ years in Customer Services and Administration
- Young, dynamic, enthusiastic, elegantly tactful and sma

## Objective

- To be part of a professional company with an innovative employees' knowledge and experience.

**Key Words**  
customer microsoft services performed software customer services consultant and project admin sales hcmc university of social sciences and humanities not preparation

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## Key Skills

- Office Productivity: Microsoft Word, Excel, Powerpoint, Outlook and Visio.
- Customer Relationship Management: Microsoft CRM.

## Employment History

2006 Sep - to date **TRG International** Hochiminh City, Vietnam

Customer Services Consultant and Project Admin

- Generated sales revenue (SunSystems Accounting software) from existing clients.
  - Followed up software maintenance renewal
  - Paid Customer care/Onsite visit
  - Requested and had software serialization code delivered to customers.
- Performed logistics preparation for Project team
  - Secured visas for Consultants to perform onsite work.
  - Reserved air tickets and accommodation.

October, Now **Sunrise Beach Resort** Nhatrang, Vietnam

Guest Relationship Executive

- Performed Check in/see guests off in procedure.
- Provided integrated services: transportation, tour, spa, F&B, and gift shop.

## Key Clients and Projects

- I did something not very fantastic!

## Education

2005 **Hue University** Hue, Vietnam

Bachelor of Arts majoring at English Language Pedagogy.

2009 **HCMC University of Social Sciences and Humanities** Hochiminh City, Vietnam

a focus on International Relations. Bachelor of Arts with

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