

# Le Thi Hong Nhung

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10/76/49B Hoang Hoa Tham St., Binh Thanh  
Dist., Hochiminh City, Vietnam

## Overview

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

## Objective

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

### Key Words

customer microsoft software services  
performed preparation delivered code  
smartly onsite

### Similar Resumes

## Key Skills

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

## Employment History

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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

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- I did something not very fantastic!

## Education

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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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