

Le Thi Hong Nhung

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10/76/49B Hoang Hoa Tham St., Binh Thanh
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
- Bachelor of Arts with a focus on International Relations.

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