

Le Thi Hong Nhung

hellohongnhung@gmail.com

+84 905.615.141



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

a focus on International Relations. Bachelor of Arts with

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