

NGOC ANH DO



CONTACT

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HOBBIES

#Technology
Travelling
Reading
Gyms

EDUCATION

Helsinki Business College – ICT (August 2018 - December 2020)

Service Desk Specialist

University of Wales Institute, Cardiff, UK – Asia Campus, Singapore (2010-2012)

Master's in business administration.

Phuong Dong University, Vietnam (2002 – 2006)

Bachelor of German language

WORK EXPERIENCE

Purchasing consultant of Thanh Nga Commerce and Construction Joint stock company (Sep 2014 – Jun 2017) – Remote work from Finland

- Company specialized in supplying the high-quality products to the food industry for northern China.
- Investigating, evaluating and building relationships with new suppliers. Our suppliers are located mainly in India, EU and Latin America
- Maintaining good relationships with existing suppliers
- Negotiating contracts terms
- Ensuring transactions are processed according to agreements

Office Assistant at 360 Components Oy – Finland (Jan 2014 – Jun 2014)

- Searched suppliers and managed processing invoices

Admin management of Brainwork Vietnam, worked in Vietnam (Apr 2008 - Aug 2010), worked in Singapore (Sep 2010 - Aug 2012)

Brainwork Vietnam Inc. is a professional training company, providing customized training courses for companies and organizations in different industries including Telecommunications, Oil and Gas, Banking, Logistics and Government Agencies.

- Consulted customers on Leadership and Customer Service Training programs
- Planned and monitored international courses
- Supported customers on the spot
- Assisted trainers in course administrative works

- Planed for customers events such as Team Building, Escape Meetings

Customer care specialist at Nokia Care center of Vietnam (Apr 2006 - Dec 2007)

- Resolved customer claims regarding phone and phone's application usages
- Managed operations of the service team according to the standard practices
- Reviewed team activities, evaluated the results base on customer feedbacks and improved existing claims solution

LANGUAGES

- Vietnamese - Native
- English - Professional work efficiency
- Finnish - Intermediate
- German - Daily communication skills

REFERENCE

- Easy to integrate with the workplace, comfortable and effective in establishing working relationship at all levels
- Ability grasp new Technology
- Good logical thinking ability
- I have responsibility for work
- I have passion for web layout design.
- I am always trying to learn to improve my technique.