



NGUYEN THI THANH HANG

PROFILE

A proactive and detail-oriented administrative professional with experience in sales support, contract management, and internal operations coordination. Skilled in handling administrative duties, tracking payments, managing customer records, and streamlining workflow efficiency. Possesses strong problem-solving abilities, excellent organizational skills, and the ability to adapt quickly to new challenges. Eager to contribute to a dynamic sales team and support business growth effectively.

CONTACT

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📍 Ho Chi Minh City

WORK EXPERIENCE

Audi Ho Chi Minh

Service Admin

01/2022 - 03/2025

- Managed and maintained service contracts, acceptance reports, warranty documents, and administrative records.
- Updated customer information and service history in the internal CRM system, improving data accuracy.
- Drafted and processed maintenance contracts, ensuring compliance with company policies.
- Processed payment requests and tracked expenses, optimizing cost management for service activities.
- Coordinated office administration tasks, including procurement of supplies and equipment.
- Arranged business trips for technical staff, including travel and accommodation logistics.
- Prepared periodic reports on operational costs, material usage, and service efficiency.
- Assisted in organizing internal meetings, training sessions, and service-related events.
- Collaborated with cross-functional teams to ensure seamless workflow and customer satisfaction.

Pham Ton Co., Ltd

Customer Care

01/2021 - 08/2021

- Addressed customer inquiries regarding food products, ensuring accurate and timely information delivery.
- Processed orders and managed product availability, packaging, and delivery logistics.
- Ensured customer satisfaction by resolving issues and recommending suitable product alternatives.
- Collected customer feedback to enhance product offerings and service quality.
- Worked closely with the sales and logistics teams to streamline order fulfillment.
- Assisted in executing promotional campaigns and customer loyalty programs.



NGUYEN THI THANH HANG

LANGUAGES

- English (Pre-Intermediate)
- Vietnamese (Native)

SKILLS

- Customer Relationship Management (CRM)
- Sales Support & Contract Administration
- Data Entry & Reporting
- Business Communication & Coordination
- Microsoft Office
- Time Management & Attention to Detail
- Teamwork & Problem-Solving



EDUCATION

- **Bachelor's Degree in English Language** 2017 - 2021
HUFLIT University
- **TOEIC Score: 685 (Intermediate Level)**
IIG Vietnam
- **Certified Microsoft Office Specialist (MOS)**
IIG Vietnam



ACHIEVEMENTS

- **Complete CRM Basics Course at Audi** 2024



ADDITIONAL INFORMATION

- Strong adaptability and willingness to take on new challenges
- Passionate about optimizing administrative processes and improving team efficiency
- Enthusiastic about professional development and continuous learning