



TRAN THI THANH HUONG

SALES ADMIN

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📍 57/2/2 Lê Đức Thọ, Phường 07,
Quận Gò Vấp, TP. Hồ Chí Minh

EDUCATION

International University - VNU
(09/2020 - 12/2024)

**Major: Business Administration -
International Business**

GPA: 3.16
Main courses:

Strong foundation in Project Operation
Management, International Marketing
and Financial Accountant

Knowledge Gained

During my studies, I gained hands-on
experience in SCM, international trade, and
customer service. Visiting Cat Lai port
allowed me to apply Incoterms in import-
export management, warehouse operations,
and customs procedures. I am proficient in
CRM systems, order processing, and cross-
department coordination to enhance supply
chain efficiency. This experience
strengthened my problem-solving,
communication, and adaptability in a fast-
paced business environment.

SKILLS

- Customer Service & Relationship Management
- Strong Communication & Problem-Solving Skills
- Order Processing & CRM Software (SAP, Salesforce)
- Microsoft Office (Excel, Word, PowerPoint)
- Sales Operations: Experienced in order processing, shipment management, and after-sales support.
- Project Management: Strong time-management skills, ensuring timely completion of tasks and projects.

PROFILE

A detail-oriented and highly organized Sales Administrator with experience in sales operations, CRM management, and customer service. Skilled in handling sales documents, processing orders, and coordinating between departments to optimize workflow. Strong problem-solving and communication skills, with the ability to work independently and under pressure. Passionate about improving sales efficiency and supporting business growth.

Sales Admin (2023 - 2024)

FPT IS - HO CHI MINH CITY

- Processed and managed sales orders, invoices, and contracts, ensuring accuracy and compliance with company policies.
- Coordinated with warehouse teams to create shipping labels, manage last-mile delivery, and track shipments.
- Handled customer inquiries, resolved disputes, and processed returns/refunds within required timeframes.
- Addressed ad-hoc issues during and after order delivery, ensuring smooth after-sales operations.
- Organized sales-related documentation, improving workflow efficiency and meeting project deadlines.
- Collaborated with internal teams to maintain high service standards and resolve chargebacks or fines.

QUALITIES

- IELTS - 6.0
- Business Research, and Data Analysis
provided by LinkedIn Learning on March 2025
- Certificate in Supply Chain Management (SCM)
provided by Oxford eLearning College on March 2025

WORKSHOPS & TRAINING

- Effective Communication & Customer Relationship Building
- Problem-Solving Mindset in Sales & Business
- Professional Customer Service & Handling Complaints
- Data Analysis & Sales Performance Optimization
- Leveraging Digital Platforms & Social Media for Business