



Tuyet Tran

Greetings! I am a qualified and professional in customer service position, approachable, and diligent individual. I believe in fostering a positive and vibrant work environment through my friendly demeanor and strong work ethic. My ability to collaborate effectively is strengthened by my listening skills and respect for others' opinions. Commitment and a proactive mindset are my strengths, and I am always eager to learn and grow to achieve goals and succeed in my work



0976.267.707



tuyettrantv92@gmail.com



Tan Binh District



13/02/1992

SKILLS

- Communication
- Teamwork
- Problem-Solving
- Time Management
- Problem-Solving
- Adaptability
- Leadership
- CRM System (Zendesk, Zoho)

EDUCATION

BACHELOR DEGREE OF HOTEL - RESTAURANT MANAGEMENT

Van Hien College

LANGUAGE

English

ACHIEVEMENT



**Best employee in 2021 -2022
(Lalamove Viet Nam)**

EXPERIENCE

LALAMOVE VIET NAM

Customer Service (April 2019 - May 2024)

- Handled, investigated customer concerns and provide solutions.
- Interacted with the Driver Management and Business Development departments to effectively and promptly address issues, enhancing customer experience.
- Handled and resolved request/ feedback for our corporate clients, individual customers, and partner drivers via Chat and Email channels.

CUSTOMER SERVICE LEADER

Fado - Cross-Border E-Commerce Platform (Sep 2017 - Mar 2019)

- Processed order verification.
- Handled hotline calls, online chat channels to support customer inquiries.
- Handled complaints, coordinate with other departments to monitor the order process.
- Prepared work performance reports for superiors, provide an overview of team activities, and suggest directions for work and team development.

RECEPTIONIST

Hoang Dung Hotel (Sep 2013 - June 2017)

- Responsible for checking in and checking out guests staying at the hotel.
- Arrange accommodation for individual guests and groups.
- Manage hotel equipment, prepare daily financial reports, receive room reservations via phone, and arrange rooms.
- Coordinate with departments to ensure rooms are always ready to serve guests.