

# NGUYEN TRUNG MINH HANG

## ADMINISTRATOR

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DEAR CIRCLE K'S HR DEPARTMENT,

I am writing to apply for your advertised vacancy for a Retail Administration Staff. I have enclosed my CV to help demonstrate my skills and abilities for this role.

I apply as I am fascinated with this position. Since I was at university, back office tasks and paper works have interested me, and I spent eight years after graduation on working as Administration and Customer Service officer. To turn interest into profession, I started my journey as Leasing Admin in HRCC Limited then Sale Admin in Capichi Vietnam. From these jobs, I mastered my skills of dealing with number and day-to-day administrative tasks with high attention to detail. I am confident I can apply these to your foundation environment.

Alongside with my administration job, I worked as a Customer Service Representative at Indochina Pearl Jsc., and Vinhomes Jsc., (Hanoi) giving me varied skills and the ability to work with many different types of people. Additionally, I had chances of obtaining practical skills of solving problems and handling complaints. After nearly four years of working in the industry, I also have learnt how to fully satisfy customers' expectations and gradually improve satisfaction level.

I am confident I meet all of your requirements and can demonstrate my ability to succeed and excel for Circle K.

As you can hopefully see from my CV, I can add to the above skills with a wide range of abilities and interests. I know you are seeking people with drive and would wholeheartedly throw myself into being a success for your foundation.

I would be more than happy to answer any questions you have and look forward to hearing from you.

SINCERELY,




HANG NGUYEN

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# NGUYEN TRUNG MINH HANG

## ADMINISTRATOR

### CONTACT

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-  hangnguyen9430@gmail.com
-  Hanoi

### SKILLS

- Microsoft Office (PowerPoint, Excel, Word)
- Problem solving
- Individual and teamwork
- Critical thinking
- Detail-oriented
- SAP
- Language: English, German, Chinese

### EDUCATION

**BA. German Language and Culture**

**Hanoi University**

2013-2017

**Logistics and Warehousing**

**S.O.C Institute**

2024

### ARCHIVEMENT

- Staff of the month at Capichi Vietnam (2023)
- Build up Q&A of Smart City Urban Zone (2020)
- Staff of the Year at Indochina Pearl Jsc., (2018, 2019)

### WORK EXPERIENCE

#### Sale Admin

##### Capichi Vietnam Co., Ltd

E-Commerce Industry

Feb 2022 - Mar 2025

- Executed full cycle of Contract Making and Renewing process of over 2000 merchant's data for company services (food delivery, smart order, reservation, ads);
- Maintained and updated contract term, special conditions and highlighted to Customer Service, Accounting and BD department;
- Kept track of the payment situation from the customer and reported the payment situation to leaders and BOD monthly;
- Accommodate Salesman with essential tools for merchants' setup;
- Plant capacity constraints of promotion program for sale department;
- Analyzed and proposed new ideas/plans to enhance productivity;
- Prepared periodic reports and ad hoc sales reports;
- Coordinated with other departments to ensure successful sales programs.

#### Leasing Administration

##### HRCC Limited

Property Industry

Apr 2021- Dec 2021

- In charge of drafting, reviewing, approving, issuing the contractual documents for office building's and shopping mall's clients;
- Reviewed and resolved issues affecting company compliance ensuring satisfaction of legal requirements, company, and customer objectives;
- Coordinated with Leasing team members and other teams for documents fulfillment;
- Managed the synthesis, update and arrangement of records and database of two categories: hard and soft copies;
- Provided regular reporting to senior management on contract issues.

#### Customer Service Representative

##### Vinhomes Jsc.,

Property Industry

May 2020 - Jan 2021

- Provided residents regulations, rules and policies of the apartments and shopping mall of Vinhomes Smart City;
- Build productive internal and external working relationships for high level customer satisfaction;
- Monitored customer complaints to prevent unexpected problems and ensures problems are well recorded in SAP and incorporated in long term solution plan;
- Interpreted customer behavior to provide guidance and recommendations for customer service process;
- Kept track of customer database in SAP system;
- Responded to arrangement of community activities for residents: drawing contest, sport festival, etc.

#### Tour Operator & Customer Support

##### Indochina Pearl Jsc.,

Tourism industry

July 2017 - Apr 2020

- Coordinated with Sales team for booking orientation and books all services for inbound tours for German and German speaking clients;
- Negotiated with service providers (hotel, transportation, restaurant etc.) to ensure best pricing and quality;
- Solved queries and complaints effectively and efficiently before, during and after the trip;
- Analyzed partners' requirements and volumes to optimize tour route and price in Vietnam, Pan Pacific area;
- Prepared and reviews all necessary docs for payment in timely manner;
- Reviews sales/service contracts, agreements in accordance with company's policies.