

# PHAM NGỌC MINH CHÂU

## **ADMIN OFFICER & SALE OPRERATION**

#### **CONTACT INFORMATION**

- Movember 11, 1999
- **\** 0943394788
- ☐ mchau11111999@gmail.com
- ★ 174 Le Van Luong Street, Tan Hung Ward, District 7,Ho Chi Minh City, Vietnam
- https://www.facebook.com/jeli.pham/

### **OBJECTIVE**

Learning and accumulating experience as an encourage force for personal development to promote in work. Applying skills to perform tasks responsibly and complete assigned tasks.

#### **SKILLS**

#### **Personal Skills**

- Effective time management
- Easy to adapt to new environment
- Planning
- -Teamwork
- Basic understanding of commercial contracts, terms, Intercom.

#### Language

- Have basic English communication skills
- Ability to translate English documents

#### Computer

- Basic use of Word, Excel, Power Point tools

#### **INTERESTS**

## **EDUCATION**

## Van Lang University

Major: English Language (Business English)

Sep 2017 - Dec 2021

Graduated and completed courses and obtained a bachelor's degree

## **WORK EXPERIENCE**

## FrieslandCampina VietNam Company Ltd

**CUSTOMER OPERATION CUM ADMIN OFFICER** 

Dec-2022 - March-2025

Main responsibilities:

- Directly receive and ensure the handling of customer feedback via the Company's hotline and customer care email address
- Receive and process information, comments, and answer questions from Sales staff, Distributors and Customers (Retailers) viaemail and phone; transfer the information received to the relevant departments for resolution and monitor the results of that processuntil completion.
- -Prepare and process sales quotations, proposals, and contracts.
- Maintain and update customer records and sales data in CRM and ERP systems (e.g., SAP).
- Track and follow up on sales orders, delivery schedules, and invoicing.
- Order Processing from Sale (if any)
- Sales team process, contract, FSSC, certification management
- Support instructions on use and troubleshooting and timely investigation of errors on the DMS system for Distributors and sales force- Update data information and comments on the system (ticketmanagement platform).
- Monthly update of sales force list, contracts and appendices for the Sales team.
- Follow up display list of customer monthly
- Receive payment documents from the Sales department, check the reasonableness, validity of invoices and documents and the accuracy of data; arrange and follow the payment schedule, to ensure that the Company pays partners and vendors according to the agreedterm in the contract.
- Prepare weekly and monthly reports to management on the satisfactionlevel of Sales staff, Distributors and Customers (Retailers) with related processes, make recommendations for improvement, enhance service quality.

- Likes to watch social media for related knowledge
- Likes to learn about information related to new skills to microsoft office
- Watch movies and comedy series in English

- Administrative assistant and paperwork: make documents such as operation letters, product & price notifications to related departments vendors and manage book meeting room, printer.

## **Vua Cua Trading Service Company**

**Customer Service - Receptionist** 

#### Jan 2022 - Dec 2022

Main responsibilities:

- + RECEPTIONIST
- Reception of customers at the company
- Answer phone internal and external
- Determine the purpose of the visitor's visit, then direct them to the correct department or person.
- -Ensure the visitor feels welcome and is assisted throughout the wait
- Record questions, feedback and requests from guests; promptly communicate to relevant departments for handling.
  Ensure the reception area and lobby are always clean, tidy and professional.

Arrange and display flyers, brochures, signs, nameplates, drinking water, ornamental plants, etc. in accordance with regulations. Check, operate and maintain equipment in the reception area such as desk phones, timekeeping systems, computers, electronic nameplates, etc.

#### + CUSTOMER SERVICE

- Receive customer information and consult
- confirm orders, table reservations
- Consult and handle customer complaints from social network sources
- Sale E-commerce channel
- Reply to messages, comments on messsenger, facebook, fanpage (main page : Vua Cua page)
- Call hotline via website
- Support consultation table reservations and resolve complaints for customers
- Follow up reviews from sources: Social networks and customers survey source QRCODE- Handle complaints for improvement by service (if any).

## University recruitment team

#### **Volunteers**

#### July 2018 - Sep 2018

- Gathering documents for you to enroll
- Advising students about school to prepare for school
- Distributing flyers to students and filling out university forms

## **ACTIVITIES**

#### **Humane Blood Donation Care**

#### Volunteer

#### Dec 2018 - Jan 2019

- Support and take care of students and adults when they participate in blood donation
- Encourage, inquire about health status
- Talk with blood donors
- Give solid sugar tea on request

## **Spring volunteer**

#### Volunteer

#### Dec 2019 - Jan 2020

- Arrange to make Tet jam cakes
- Decorate for the single elderly people and orphans in the nursing home and loving orphanage
- Giving gifts and organizing singing art for the elderly.

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