



DONG NGOC QUYNH

OBJECTIVE

With experience in various office roles, I aim to apply my knowledge and skills to contribute to the development and improvement of the efficiency of the Administration - Human Resources department. I also seek to support the company in achieving its long-term growth objectives.

WORK EXPERIENCE

 **Post Office Administrator** // 8/2024 - Now

J&T EXPRESS VIETNAM

- Coordinate the delivery and pickup process for shippers, manage the inbound and outbound inventory.
- Take responsibility for ensuring that goods are not damaged at the workplace.
- Handle requests for complaint resolution for shippers and persuade customers to retract their complaints.
- Ensure that COD (Cash on Delivery) payments are submitted to the company on time after each shift.

 **LIFE PORFOLIO MANAGER** // 2/2024 - 7/2024

DeLaSól by SunLife Vietnam

- Meet, consult, and assist customers interested in life insurance products.
- Provide after-sales customer care, addressing any inquiries when customers need support.
- Act as a liaison to resolve issues between the Sales team and customers.

 **Sales Administrator - Customer Service** // 5/2022 - 12/2022

Hưng Hưng Thịnh Real Estate

- Make phone calls to sell products based on available data.
- Search for and acquire additional customers for the company.
- Provide after-sales customer care.


ACTIVITIES

 **Member Management Board** // 2018 - 2023

Event Organizing Committee at the School

- Monitor and organize events held at the university.
- Plan and organize 4 welcome events for new students, with over 4,000 attendees.

EDUCATION

 **LAW** // 2018 - 2023


HoChiMinh CITY CADRE ACADEMY

- **Graduation Achievement:** 7.5/10 GPA
- **Graduation Rank:** Good

PROFILE

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 Binh Tan District, HoChiMinh City

CERTIFICATIONS

2023

- Computer Science Certificate from the university equivalent to MOS

2021

- IELTS Score: 6.0

HONORS & AWARDS

- 3/2024 - Outstanding Employee at DeLaSól.

SKILLS

Time Management Skills

Plan and organize daily work schedules to ensure tasks are completed on time

Negotiation Skills

- Present persuasive arguments and provide quick solutions to achieve the desired results.

Organizational Skills

- Organize and manage documents and information carefully and efficiently

