



NGUYỄN NGỌC HẢI ĐĂNG

PERSONAL BACKGROUND

I have been worked in Sales & Marketing field nearly 5 years with a strong focus on building client relationships and brand development. I enjoy creating and executing business strategies that drive growth while ensuring a great customer experience. I thrive in dynamic environments, balancing multiple tasks and adapting to challenges. I'm always looking for ways to improve efficiency and deliver real value to both customers and business. Since 2018, I have primarily worked in foreign environments, using English for 90% of my tasks.

CONTACT

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Date of birth: 1999

WORK EXPERIENCE

MOTORIST VIETNAM - CAR SELLING PLATFORM

Customer Sales Executive - CSE from June 2023 - Present

In charge customer leads:

- Receiving, calling and taking care of the leads everyday.
- Checking car condition when receiving new leads, and ensuring the car in good condition before bidding.
- Analyzing, supporting and explaining the car market to customers. Make sure customers can aware the average price of their car

Handle bidding:

- Updating new information everyday from Automobile companies in Vietnam.
- Negotiating with dealers and customers to close the case.
- Making the sales contract after both parties have agreed.
- Supporting customers for notarization of related purchase and sale documents
- Completing the file cases after dealer pay the rest of amount.
- Reporting and updating every week to Heads in Singapore
- Achieving KPI monthly

Market research:

- Researching the car market in Vietnam to develop Motorist system.
- Connecting to car showrooms in Vietnam and helping them to bid car on Motorist system.
- Finding and contacting customers who have demand to sell their own car

Introduce company application:

- Finding and explaining to customer about Motorist's application for drivers
- Assisting customer to install and use app on the phone.
- Preparing the contract and report after the free trial end.

THE DECK SAIGON

Assistant Manager from May 2022 -May 2023

- In charge of the daily business operations
- Verify employee schedules and ensure new hires understand their roles and duties.
- Handle phone calls regarding complaints and questions about orders or further escalations regarding services or products.
- Ensure operational excellence by performing managerial tasks such as scheduling, maintaining inventory and evaluating employee performance

Sales & Marketing from April 2020 - May 2022

- Greeting customers and offering assistance and products
- Recommending products or merchandise to help customers and answering questions and addressing concerns.
- Informing and advertising customers about products, sales, promotions and policies
- Demonstrating how products work and designing the content via social media
- Meeting with clients to discuss brand guidelines, goals, budget and timelines
- Conducting market research to determine a target audience's needs, wants, habits, interests and other relevant factors used in creating targeted marketing campaigns
- Taking payments for purchases and packaging purchases
- Stocking merchandise and creating displays
- Taking inventory and monitoring sales floor
- Assisting customer to decorate their events such as designing background, backdrop, invitation card and standee

TIMES SQUARE SAIGON

Guest relations from January 2018- March 2020

- Review arrival lists to welcome guests
- Attend to special guests (e.g. VIPs) and answer their inquiries
- Help prepare welcome folders with collateral (e.g. room service menus, area descriptions)
- Provide information about amenities, area and venues and promote services
- Anticipate guest needs and build rapport with customers
- Offer assistance with certain tasks (e.g. confirming travel arrangements, taking messages)
- Address customer complaints and escalate to Guest Relations Manager when needed
- Record information in the logbook daily
- Ensure compliance with health and quality standards

EDUCATION

Van Lang University from 2018 to 2021

Bachelor of English Language

IMPACTUS ACADEMY from 2021 to 2022

Master Business English Level 3

LÊ ÁNH LOGISTIC from February 2025 to April 2025

Import - Export Documents & Incoterms

PERSONAL SKILLS

- MS Office
- Time management & Work organization
- Training and Development
- Internal, communication, event organization
- Teamwork
- Presentation
- Sales
- Web design
- Proficient English

OTHERS

- English: TOEIC 850 (2021)
- IELTS: aim 7.0 (learning)
- Logistic courses: Import - export & Incoterms (Learning)

REFERENCES

Mr. Jack Huynh

Assistant Manager at Motorist Vietnam
Phone number: 0938 094 821

Ms. Phan Thi Huyen Nga

Manager at The Deck Saigon
Phone number: 0978 133 256

Mr. Tran Chi Tuong

Operation Manager at The Deck Saigon
Phone number: 090 2830485

Mr. Le Quang Minh

Operation Manager at Times Square Saigon
Phone number: 090 866 0985