


 28/04/1999

 0773241216

 tuongdo280499@gmail.com

 Ho Chi Minh City

Education

English Language

Ton Duc Thang University

2017 - 2020

Basic Computer Diploma

Ton Duc Thang University

2020

Skills

Effective communication
Work under high pressure
Logical reasoning
Teamwork

Technical Skills

Microsoft Office Suite
(Word, Excel, PowerPoint, Outlook)
Data Entry & Documentation

DO NGOC CAT TUONG

Profile

Customer service and administrative professional with experience in handling inquiries, managing data entry, and providing client support. Skilled in problem resolution, call handling, and CRM software to ensure high customer satisfaction. Adept at multitasking, administrative support, and document management in fast-paced environments.

Work Experience

2018 -
Present

Literature & Math Tutor

Freelance

- Led small-group tutoring sessions (4-6 students) on weekends.
- Focused on literature comprehension and math problem-solving through interactive lessons.
- Helped students improve academic performance through interactive learning techniques.

2023 -
2024

Customer Relationship Officer

Apollo English

- Address customer inquiries in accordance with Apollo's established guidelines.
- Handle incoming calls and effectively resolve customer complaints. Resolved an average of 50+ customer inquiries daily.
- Input feedback data into the system while monitoring and processing the information.
- Oversee centers organized into designated clusters.

2022 -
2023

Claims Administrator

Hanwhalife

- Responded to calls and emails from stakeholders regarding the claims process.
- Reviewed claims forms and related documentation to identify the type of claims.
- Updated claims letters, medical treatment records, and other relevant data in the system.

2021 -
2022

Administrator

Saigon Tourism Vocational College

- Maintained personnel records and updated internal databases.
- Processed payments, holiday allowances, and employee benefits.
- Addressed and resolved education-related concerns in collaboration with students and parents.
- Assisted the teacher with classroom management and document coordination.