



PHUONG VU MINH

CONTACT



+84 39 534 7142



vmphuong.ulis@gmail.com



79 Alley, Tan Nhue, Dong Ngac,

Hanoi

SKILLS

- International Mindset
- Project Management
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Agility Thinking

LANGUAGE

- English

ABOUT ME

My name is Phuong. I have over 10 years of experience in Senior Sales Support Cum General Admin. I have worked with many great companies, organizations and enormous projects. With my wealth of experience, dedication and passion, I genuinely believe that I can make a significant contribution to your company.

WORK EXPERIENCE

Senior Sales Support Cum General Admin 2018 - 2025 **Kärcher Vietnam**

1.1. Senior Sales Support

+) Customer Relationship Management

- Assist the Hanoi Branch Manager in the day-to-day sales department duties, ensuring that all support needs are fully met.
- Consult and answer questions from customers and partners related to the operations of the sales department
- Take part in big projects of Hospitality, BSC Target Group, and Industry Target Group with sales team.
- Support sales and accountants to collect debts from customers.

+) Order Management: Receive purchase order/ sales order from sales team or customer then proceed those orders with appropriate departments.

- oversee order processing, follow-up and troubleshooting, ensuring that both B2B, B2G and B2C customer orders are fulfilled accurately and on time
- Support sales to compose all documents for approval, contract, billing documents, payment documents, delivery documents liquidation minute, other documents as customers requested.

+) Reporting: generate reports to monitor KPIs and follow-up order progress such as: sales report, customer report, inventory report, debt report...

+) Goods management:

- Forecast goods monthly for purchase orders of sales team.
- Manage stock balance goods and order goods by Sea/ Domestic/ Air channels.
- Block goods for each orders.

+) Document management: handling, organizing, and tracking all of documents and files in sales department. It includes the entire lifecycle of a document, from creation and storage to sharing, revision, and eventual destruction.

+) Collaboration: work closely with sales, logistics, and finance departments to ensure a seamless experience for customers, supporting the company's mission of delivering top-tier service.

- Assisted in cross-functional teams to successfully deliver multiple projects on-time and within budget.
- Streamline workflows to increase productivity

Key Achievements:

- Dedication Award - 2020
- Good Performance Employee - from 2018 - 2024
- within 8 years, I have supported over thousands annual orders, significantly contributing to Kärcher's business development in the Northern region.



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August, 25th, 1991

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WORK EXPERIENCE

Senior Sales Support Cum General Admin 2018 – 2025 **Kärcher Vietnam**

1.2. Senior General Admin

- Assist the Hanoi Branch Manager in the day-to-day branch administration duties, ensuring that all support needs are fully met.
- **Branch Cashier:** control all activities related to revenue and expenditure in Kärcher Store Hanoi.
- Control all business expenses about operation and admin in Kärcher Store Hanoi.
- Contact office vendors for monthly/quarterly services
- **HR Admin:** Organize birthday events, parties, and vacations for employees in Kärcher Store Hanoi. (for 15 employees)
- Handle payment for monthly office expenses: internet, phone, electricity, building services, etc.
- Make payment documents for subcontractors.
- Manage and monitor company's facilities, equipment, fixtures to ensure office is operated smoothly and neatly.
- Control company's assets and solve problems when arisen.
- Monitor and prepare weekly/monthly timesheet for employees
- Purchase monthly Stationery and necessities for staff
- Support onboarding/ offboarding processes and maintain employee records.
- Support recruitment procedures such as job postings, onboarding, training for new employees in Kärcher Store Hanoi.
- Timekeeping for employees and outsourcing

Core strengths:

- Internal facilitation
- HR Operations
- Cross-functional project Support
- Completed Kärcher's Foundation Leadership Course.

Sales Support

2015–2017

Atlas Copco

- Assist the CTS Business Line Manager & CTS Sales Manager in the day-to-day branch administration duties, ensuring that all support needs are fully met.
- Take customer' enquiries via telephone/ Fax/ Email
- Prepare and file quotes
- Receive and counter-checking
- Place external orders and to follow up goods flow with Logistic Dept
- Run sales order module to input sales order to Scala system
- Prepare contracts, liquidation minutes, taking - over minutes, when required
- Handle parts delivery to customers upon stock availability to avoid stock withholding
- Handle parts return in case of wrong/ damaged parts
- Prepare bond/ advance payment guarantee for customers, when required



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WORK EXPERIENCE

Sales Support

2015-2017

Atlas Copco

- Record and report monthly order and invoicing by salesman and service product type
- File all closed transactions respectively
- Input new customer to Scala
- Have correspondence with customers (e.g.: notice of P/N change, etc.)
- To be in cooperation with other admin staff for best workflow and be the back-up in the other's absence, when required.

Key Achievements:

- have work experience and understand the working processes of major industrial corporations in Vietnam: BBraun, Heiniken, ABB, Hoa Phat Steel, Samsung....

Marketing Excutive

2014-2015

MixDigital Agency

- Manage our company's social media accounts.
- Develop and publish engaging posts that engage audiences and promote our brand.
- Collaborate with the design team to get the images and videos designed on time.
- Schedule social media posts using online schedulers.
- Build a community by engaging the audience with meaningful conversations and responding to their comments.
- Monitor brand mentions and promote user-generated content to connect with the audience personally.
- Analyze social media analytics to measure the performance of the campaigns.
- Stay updated about the latest features and other offerings of social media platforms.

Core Strengths:

- Marketing online
- Creative writing



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SKILLS & ABILITIES

- Strong leadership and team-building skills.
- Exceptional organizational and project management skills.
- Good communication and interpersonal skills.
- Cross-divisional skills
- Customer-Centric Mindset:
- Careful, agility & Capacity to change, international mindset, performance culture, feedback culture, flexible thinking, openness.
- Dedication, ambition, responsibility and Passion: Bring out the best in all of me to achieve company's target.
- Strong problem-solving and detail-oriented
- Work under pressure abilities.
- Good at Microsoft Office (Excel/ Words/ Power Point...), Google Sheet, Google Space Canva, Gemini AI.
- Good oral and written communication skills in Vietnamese and English

EDUCATION

Thuongmai University 2010 - 2014

Bachelor of Business Administration - Brand Management

GPA: 3.06/4.0

Activities:

Be Class Monitor in 04 years of Thuongmai University

Be Top Student from 2010 to 2014

Be Volunteer of Volunteers For Peace Vietnam Organization

University of Languages and International Studies 2018 - 2020

English Language Teacher Education

GPA: 3.02/4.0

Activities:

Teaching English to elementary and middle school students.

Completed Leadership Foundation Course 2023
of Karcher Vietnam

Completed Developing and Operating Corporate Budget 2024
of Corporate Finance Consulting Vietnam Joint Stock Company

REFERENCES

Dang Anh Minh (Ms.)

Karcher Vietnam/ HR & Admin Manager

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