



# NGÔ TRẦN NGỌC DIỄM

## CUSTOMER SERVICE



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## OBJECTIVE

With over 2 years of experience as a B2B sales executive in the F&B and OOH industries, I work with high focus and enthusiasm, constantly learning and taking responsibility for my tasks. My goal in the next two years is to reach a senior specialist position.

## EXPERIENCE

### 09/2024 - Present

PITO JOINT STOCK COMPANY LIMITED

#### B2B SALES EXECUTIVE

##### Achievements:

- Signed 4 long-term contracts (6 months - 1 year) for the PITO Cloud Canteen project, generating VND **138,000,000 per month**.
- Signed and renewed contracts with PITO Catering customers, totaling **VND 180,000,000 to date**.

##### Sales:

- Identified, contacted, and met potential customers to introduce services.
- Coordinated with internal departments to execute events and services.
- Monitored third-party vendors and resolved arising issues.
- Maintained customer relationships for future contract renewals.
- Developed the sales process for the PITO Cloud Canteen project.

### 8/2022 - 6/2024

GOLDEN ASIA MEDIA - OOH indoor

#### CORPORATE SALES EXECUTIVE

##### Achievements:

- Successfully signed multiple long-term contracts (3-6 months) for OOH indoor advertising services.
- **Ranked Top 12** for New Customer Acquisition in January & June 2023.
- **Ranked Top 10** for Exceeding Sales Targets in March & April 2024.

##### Sales:

- Identified potential clients and proposed suitable Out-of-Home (OOH) advertising solutions.
- Researched, planned, and negotiated deals with clients.
- Managed contracts before, during, and after signing.
- Collaborated with internal teams to address service-related issues.
- Built and maintained a network of nearly 500 potential customers.

##### Admin:

- Organized the Golden Asia Run 2023 event.
- Delivered over 500 presentations across the company.

## SKILLS

- Communication skills
- Customer Persuasion skills
- Listening skills
- Teamwork skills & Independent work skill
- Creative skills
- Positive attitude skills
- CRM - BASE

## LANGUAGES

- English Communication - Mai Lâm English
- B1 English Certification - HUTECH University
- Professional HR Training - VinaTrain

## EDUCATION

2018 - 2022

HUTECH UNIVERSITY

Major: Business Administration