





TRINH QUANG MINH

- Customer Service Specialist -



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Dynamic professional with extensive experience in event organization, a strong academic background, and diverse skill sets. Committed to continuous development and eager to embrace higher-level challenges, I aim to contribute to a reputable organization, preferably in the fields of events and international relations



EDUCATION

08/2019 - 06/2023

@ UEF - University of Economics and Finance, HCMC

- Bachelor's Degree in International Relations
- Specialization: Diplomacy
- Grade: Good

ACTIVITIES

04/2023 - 07/2023

Customer Service - Intern

@ CEFALT - Center for Foreign Affairs & Languages Training

- Handled over 300 daily requests, ensuring effective responses and consultations via calls, online platforms, and in-person interactions;
- Registered 10-15 new students each day, contributing to program growth and maintaining a customer retention rate of approximately 80%;
- Managed social media channels to enhance engagement and outreach;
- Participated in organizing events and classes to enrich student experiences;

04/2023 - 07/2023

Academic Officer - Intern

@ FLA - Focus Learning Academy

- Prepared 48 weekly lectures, tests, and exercises for students aged 6 to 17, ensuring age-appropriate and engaging content.
- Assisted foreign teachers in delivering lessons, providing additional support to enhance student learning and engagement.
- Supported events and promotional campaigns to raise awareness and highlight the academy's initiatives.
- Actively sought and incorporated feedback from students and faculty to continuously improve the quality of teaching materials and delivery.

SKILLS

- Editing
- Leadership
- English (IELTS 6.5)

07/2023 - 10/2024

Travel Advisor

@ Concentrix Vietnam - Expedia Group Project

As one of the first five agents to join the team in Vietnam, I played a key role in establishing and shaping customer service processes for the Expedia Group Project.

- Managed a high volume of inbound and outbound communications (calls, messages, emails) for hotel, car rental, and occasional flight bookings, delivering timely and effective customer service.
- Resolved customer inquiries, issues, and complaints related to travel reservations, using strong problem-solving skills to ensure high levels of customer satisfaction.
- Utilized internal systems to efficiently process and manage bookings for hotels, cars, and flights, maintaining accurate and up-to-date records.
- Collaborated with cross-functional teams to improve service quality and address complex customer needs.
- Acted as a **Subject Matter Expert** (SME), offering guidance and support to team members on challenging travel-related inquiries and processes.
- Awarded "**Best Performance 2023**" for exceptional customer service and contributions to team success.

04/2021 - 06/2022

English Teacher

@ VALS - Vietnam-Australia Language School

- Taught classes of 12-24 students, aged 5 to 17, with a focus on grammar, literature, and reading comprehension.
- Designed and implemented engaging lesson plans tailored to accommodate diverse learning styles and abilities.
- Fostered critical thinking and communication skills through interactive teaching methods and discussions.
- Achieved a 90% pass rate in exams by employing effective evaluation techniques and personalized student support.
- Provided constructive feedback to support student growth and actively encouraged participation in class.
- Collaborated with colleagues in curriculum development and shared insights for continuous professional growth.

- Presentation
- Multi-tasking
- Planning