



# NGUYEN THI THANH HANG

## PROFILE

Experienced Sales Administrator and Office Assistant with 3 years of experience in managing customer records, processing payment requests, and coordinating crossdepartmental tasks. Skilled in Excel and administrative systems, with a keen interest in CRM tools and customer data analysis. Seeking to leverage my expertise in data management and business coordination to contribute to a dynamic CRM team.

## SKILLS

- Customer Data Management
- Microsoft Excel
- Teamwork
- Data Entry & Reporting
- Business Administration
- Communication & Coordination
- Attention to Detail
- Time Management



## WORK EXPERIENCE

### Audi Ho Chi Minh

Service Admin

01/2022 - PRESENT

- Receive and process service requests from customers via phone, email, or in person.
- Distribute and monitor service requests to ensure timely delivery of services to customers.
- Resolve issues, answer inquiries, and provide assistance to customers during the service usage process.
- Store, organize, and update customer records and service information.
- Ensure the accuracy and confidentiality of customer data.
- Coordinate with relevant departments such as technical support, customer service, or service providers to ensure efficient service delivery.
- Monitor and report on service delivery progress and the status of service requests.
- Handle paperwork related to service contracts, payments, and insurance.
- Review and track the status of orders and service requests to ensure compliance with regulations.
- Record and resolve customer feedback regarding service quality.
- Improve customer experience by providing consultations, proposing solutions, and enhancing service quality.

### Pham Ton Co., Ltd

Customer Care

01/2021 - 08/2021

- Addressed customer inquiries and concerns regarding food products, providing accurate information about ingredients, quality, and nutritional value.
- Processed orders and handled requests related to product availability, packaging, and delivery.
- Ensured customer satisfaction by troubleshooting issues and offering suitable product alternatives.
- Collected feedback from customers to improve product offerings and service quality.
- Collaborated with the sales and logistics teams to ensure timely delivery and resolve any order discrepancies.
- Assisted in the implementation of promotional campaigns and customer loyalty programs



# NGUYEN THI THANH HANG

## LANGUAGES

- English (Pre-Intermediate)
- Vietnamese (Fluent)

## CONTACT

- 0904 677 663
- hang.ntt040399@gmail.com
- Ho Chi Minh City



## EDUCATION

- Bachelor's Degree in English Language** 2017 - 2021  
HUFLIT University
- TOEIC Score: 685 (Intermediate Level)**  
IIG Vietnam
- Certified Microsoft Office Specialist (MOS)**  
IIG Vietnam



## ACHIEVEMENTS

- Complete CRM Basics Course at Audi** 2024