NGUYEN TIEU DAN

Customer Services Staff

Dob: 17/11/1995

Gender: Male

Phone: +84 986246045

Email: Tieudan.nguyen1711@gmail.com

Address: Thu Duc City, HCMC

OBJECTIVE

Highly motivated and results-driven professional with a strong background in hospitality and extensive experience in sales and customer service. Proven ability to effectively manage sales, engage with international clients, and deliver exceptional customer experiences. Seeking a challenging position in the similar roles where I can leverage my skills in communication, relationship building, and market knowledge to drive revenue and contribute to the success of the organization. Additionally, I have joined many interpretational projects that have enhanced my translation skills, helping to improve connections between corporations both domestically and internationally.

EDUCATION

2013 - 2017

Ho Chi Minh City University Of Culture

Vietnamese Studies

Majoring in tourism reached me through some scenic landscapes and made me more deeply understand our people and, more than that, our culture. I applied all the knowledge and skills that I gained within the curriculum to the job that I work for.

WORK EXPERIENCE

2022 - 2025

Freelance Interpreter

Some standout events that I involved in:

The launching of GEARS in Vietnam market (Jan 2025)

I am working as a support cabin interpreter for this event, helping connect businesses in Vietnam with BSA, a company that pioneers the GEARS concept in workplace settings. My role involves facilitating partnerships for those interested in integrating the GEARS concept, with support from the Australian Government.

Hasegawa Ladders Vietnam (2024)

Working as an interpreter, helping Japanese-based company to communicate with customers from other parts of the world. Then, bringing the knowledge of all types of aluminum ladders that the company are producing, make it more popular by introducing to potential buyers.

Spanish wine event-Bodegas Volver Winery (2024)

Working as an interpreter to deliver the knowledge and popularity of wine that are made from this winery flying around the world by connecting Spanish winery with Vietnamese businesses.

Fenavin- Wines from Spain (2024)

As an interpreter for Felix Solis Avantis Winery, I provide crucial language support to Vietnamese businesses and other stakeholders. My role involves translating complex technical concepts and facilitating discussions to ensure a clear understanding of the differences between wines from various regions of Spain.

CO2 Capture Project: Canada-Vietnam Economic and Development Partnership Forum (2024)

In my role as an interpreter for DeltaCleantech Company's CO2 capture project, I provide essential language support to Vietnamese businesses and universities. My responsibilities include conveying complex technical concepts and facilitating discussions to ensure stakeholders fully grasp the implications and benefits of CO2 capture technology. This work is pivotal in promoting sustainable practices and advancing the transition to green energy solutions in Vietnam.

Escort Interpreter for Mr. Cap Company (2023)

I assist the company by providing interpretation services that facilitate a clear understanding of the needs of Tanzanian businesses regarding the procurement of merchandise and goods and strategic solutions to enhance supply chain and logistics operations for both companies.

Renewable Energy Project: Global Construction & Service JSC, HCMC (2023)

Working as an interpreter on a wind farm project, assisting technical advisors on-site and at daily meetings, and acting as project coordinator to support planning and monitoring site activities.

ARAVA International Center for Agriculture Training, Cambodia (2022-2023)

Interpret lessons between teachers and students at school, planning and executing school projects. Support Academic Supervisors to track student progress in their field research Act as the communication coordinator to mitigate the problems arising from language and cultural barriers.

Jan 2024 - Current

ONLINE ENGLISH CLASS: PART-TIME JOB

Tutor

Each student brings a unique background, helping you understand diverse perspectives and cultural nuances.

Tailoring my teaching methods to accommodate different learning styles and levels fosters flexibility in my approach.

Explaining complex concepts in simple terms enhances my ability to communicate effectively and clearly.

Working with learners at various stages of proficiency teaches the importance of patience and understanding in the learning process.

Encouraging students to analyze texts and engage in discussions sharpens my critical thinking and analytical skills.

Teaching encourages me to stay updated on language trends, teaching strategies, and educational technology, fostering a mindset of lifelong learning.

May 2018 - March 2025

SAIGON SKY GARDEN

Receptionist

- Greeting clients and providing them with information and superior service.
- Answered the multi-line phone system, screened and relayed accurate messages to the appropriate person, and communicated with customers' companies.
- Handled calls, collected personal information, and managed schedules to ensure all operations ran smoothly and seamlessly.
- Managing the office database, mail, some accounting, and the physical setting and logistics
 of the front office.
- · Sales room

Jul 2017 - May 2018	Butler Ensuring that cleaning and household chores are completed. Answering telephone and written communications on behalf of the employer. Greeting guests in a professional manner upon their arrival. Sourcing and training new staff, preparing and communicating staff schedules. Coordinating the maintenance and preservation of the estate's artworks, antiques, and silverware. Assisting with managing important assets, including wines, cigars, books, and automobiles. Assisting the employer and other household staff with the planning of events. Overseeing the smooth running of hosted events, parties, and dinners. Performing all duties and obligations with decorum, tact, and unwavering professionalism.
Jan 2017 - Apr 2017	Net Saigon Tourism Co. Ltd. (Nong Trai Tree): Part-time job Tourist guide Joining a tourist guide club and starting by working as a tour guide for this type of company. Achievements and skills gained: Presentation skills and speaking up in front of people Cheerleading skills—making something funny for children. Leading skills and inspiring children to join in the games.
CERTIFICATIONS	
2016	Certificate of Tourism Training Completion (Silpakorn University-Thailand)
2017	Bachelor's Degree
2023	IELTS Certificate
2024	Consecutive Interpreting Certificate
SKILLS	
	English linguistic
	Master Ceremony
	Collaboration and Teamwork

Microsoft Office

Communication & Problem-solving skills