



NGUYỄN XUÂN THU HÀ

INTERNATIONAL BUSINESS

As a fresh graduate in International Business, I aspire to develop my career in media and sales. With experience in content creation, event organization, and customer service, I aim to contribute to the company's growth while enhancing my professional skills.

CONTACT



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| 08/09/2002



| Tan Binh district, TP.HCM

SKILLS

- Language proficiency: IELTS 5.0
- MOS certificate, proficient in operating various application software on the Microsoft Office
- Team ability: rich experience in team building and expansion, project management and coordination.

EDUCATION

**Ho Chi Minh City University of
Economics and Finance - UEF**

Oct 2020 - July 2024

Bachelor of International Business

- Major in Foreign Trade

EXPERIENCE

J&T Express - Customer Service Representative

(02/2022 - 07/2022)

- Assisted in consulting and processing 50+ orders daily, improving customer response rate to 95%.
- Resolved customer complaints efficiently, increasing customer satisfaction..

Maika Logistics Co., Ltd - Operations Staff

(09/2023 - 01/2024)

- Prepared and submitted weekly inventory reports to the Manager.
- Coordinated transportation of goods across multiple shipping methods.
- Communicated with customers to collect necessary documents for customs declarations.

EXTRACURRICULAR ACTIVITIES

UEF Warm Hugs Club - Media Team (2020 - 2023)

- Managed content and increased engagement on the club's social media fanpage.
- Created promotional materials for student events such as 'UEF Candle Making Workshop' and 'UEF Art & Craft Fair'.
- Filmed and edited event videos, conducted guest interviews, and produced behind-the-scenes footage.
- Coordinated media coverage for charity events, including 'Mid-Autumn Festival for Orphaned Children' and 'Christmas Gift Giving for Underprivileged Kids'