



Developed critical thinking and advisory skills in dynamic, client-focused environment, looking to transition into new field. Excels in communication and problem-solving, providing valuable insights and support. Ready to apply these transferable skills to drive success in new industry.

✉ tuanmanh0523@gmail.com

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SKILLS

- ◆ Office computer skills
- ◆ Written communication
- ◆ Active listening

LANGUAGES

- ◆ English | Advanced. Certificate Of Proficiency
- ◆ Vietnamese | Native

CUSTOMER SUPPORT SPECIALIST

PHAM ANH TUAN

EXPERIENCE

● Aug 2023
Present

ADVISOR I

Vietnam Concentrix Services Company Limited.

- Performing payment transactions, detect money transfer errors, process refunds
- Enhanced customer satisfaction by promptly addressing and resolving inquiries and issues via chat, email, and phone
- Participated in regular performance evaluations, embracing constructive feedback to improve skills and enhance personal growth.
- Organized documentation of client interactions for easy reference by colleagues or supervisors as needed.

Achievements

- Outstanding performance
- NPS Hero of Quarter 3, 2024

● Jan 2022
Jun 2023

ASSISTANT CREDIT OFFICER

Joint Stock Commercial Bank For Foreign Trade Of Vietnam.

- Issuing bank cards, opening digibank
- Expand market share by performing roadshow, telesales
- Opening savings account
- Analyzed applicants' financial status and credit and property evaluations to determine loan feasibility.

EDUCATION

● Aug 2018
Dec 2022

BACHELOR OF FINANCE - BANKING

HO CHI MINH CITY BANKING UNIVERSITY.