

Tran Hoang Minh Sang

0974809158 · Zalo: 0981917967 · minhsang.vca@gmail.com · 2002
Ho Chi Minh, Viet Nam



CUSTOMER SERVICE

I am interested in a Customer Service position where my good interpersonal relationship and commitment to quality customer service would be an asset. I am passionate about building strong relationships with clients by addressing their needs promptly and efficiently, hence contributing toward the overall success of the organization. My career goal is to excel in a fast-paced, customer-centric environment while continuously improving my skills and knowledge pertinent to the field of customer service and sales.

KEY COMPETENCIES

Communication skills	Sales and customer service	Teamwork skills
Project management	Critical thinking skills	Proactive and self-motivated
Social media marketing	Excellent Adaptability skills	Attention to detail

WORK EXPERIENCE

COLLABORATOR COMMUNICATION AND CUSTOMER SERVICE MULTINATIONAL COMMUNICATION CORPORATION (MMEDIA) 3/2024 - present

- Provided certification guidance and communication support to over 200 businesses.
- Coordinated and executed the National Strong Brand and Golden Entrepreneur of Vietnam programs with 300-500 attendees.
- Seeking assistance with ISO, HACCP, Anti-counterfeit Labels, VietGap, etc. registration in the Vietnamese market
- Developed and maintained strong relationships like HTV, VTC.

Social Marketing Intern 9/2023 - 1/2024

ANTI-COMMERCIAL FRAUD AND COUNTERFEITING INSTITUTE

- Managed the Institute's social media presence, increasing engagement and reach.
- Created and designed engaging content for the Institute's fanpage.
- Provided information and support to business clients' communication needs.
- Organized internal communication activities for the Institute's staff.

CUSTOMER SERVICE 9/2022 - 1/2023

ICOOL Restaurant and Karaoke Service Company Limited

- Conducted outbound sales calls to 70-90 customers daily.
- Successfully connected with 40-60% of customers on Zalo.
- Managed customer relationships via Zalo and phone calls.
- Consistently exceeded monthly sales targets.

EDUCATION & CERTIFICATIONS

University of Finance – Marketing

Majors: Marketing Management

Microsoft Advertising Certified Professional

Bing Ads Academy

TOEIC: 750

MOS WORD, MOS EXCEL