

BAO THI(HELEN)

Ho Chi Minh City, Quarter 1, Hoc Mon Town
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SUMMARY

Resourceful Customer Representative known for high productivity and efficiently completing tasks. Specialize in effective communication, problem-solving, and time management skills. Excel in active listening, empathy, and adaptability to provide exceptional customer service.

SKILLS

- Microsoft Office, SAP, Dynamics365, PowerBI, Power Query.
- Active listening, sales, time management, collaboration, problem solving.
- Experience using Data Analysis tools.
- Experience in GPS/tool truck monitoring.

EXPERIENCE

KUNGFU TEA

Toronto, Ontario

Customer Representative

03/2023 to 01/2025

- Collaborate with Sales, Production and Logistic teams to coordinate daily demand and order release process for shipping carriers, resulting in a 5% increase in monthly sales.
- Handle an average of 50+ clients inquiries daily via phone, email, resolving 90% of issues on the first contact.
- Consistently maintain precise records of sales, procurement activities, customer profiles, and production schedule in Dynamics365, achieving 95% data accuracy.
- Track and update inventory data daily to streamline operations, resulting in a 10% decrease in order processing times.

CANADA POST

Toronto, Ontario

Front of House Supervisor

12/2021 to 01/2023

- Manage around 100 daily walk-in and delivery orders via the POS system, maintaining order accuracy rate of 95% in a fast-paced environment.
- Professionally handle client disputes regarding money transactions and service, maintaining an average customer satisfaction rating of 90% or higher, resulting in a 10% increase in repeat customers over 6 months.
- Coached staff on upselling techniques, assisted customers in selecting the right products based on their specific needs, leading to a 5% increase in average customer spend per visit.

DHL IN CANADA

Toronto, Ontario

Office Administrator

04/2020 to 11/2020

- Perform CRM skills by communicating and assessing customer purchase requirements, promoted new products to meet the monthly sales target of 100 products.
- Maintain records related to sales, returns, inventory availability and fully reported to supervisor using Words and Excel (VLOOKUP).
- Work together with colleagues on process improvements, resulting in a 12% reduction in operational costs and a 10% increase in overall office productivity.

EDUCATION AND TRAINING

BBA: INTERNATIONAL BUSINESS

12/2023

University of Toronto, Toronto, ON

BACHELOR OF SCIENCE: INTERNATIONAL DEVELOPMENT

05/2019

University of Grenwich, Cong Hoa Garden, 20 Cong Hoa, Ward 12, HCM City

LANGUAGES

English:

Native/ Bilingual

Chinese (Mandarin):

Limited