

Nguyễn Thị Thảo

CUSTOMER SERVICE

Profile

- 0354508347
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- 78 Street 1, An Khanh, Thu Duc, Ho Chi Minh
- Short term: Learn a lot of experience and useful things from your company. Practice skills while working with the company. And can promote your own experience in customer care and problem solving to contribute to the company.
- Long term: Within the next 3 years, be able to become a Leader in customer service.

Skill

Communication skills

Problem-solving skills

Work in groups, workindependently

Willingness to learn

FDUCATION

INTERNATIONAL BUSINESS HO CHI MINH CITY OPEN UNIVERSITY 10/2017 - 03/2021

Work experience

10/2024 - Now

ENIC PRODUCTION TRADING COMPANY LIMITED CUSTOMER SERVICE STAFF

- Receive customer information via hotline: You will receive and process customer requests such as product advice, warranty support for defective products, and updates on delivery and installation schedules.
- Receive requests from sales staff: Assist customers in cases such as exchanging products that don't fit, are unsatisfactory, cancelling orders, or rescheduling deliveries.
- Classify information and contact relevant departments:
 After receiving the information, you will classify it and forward it to the necessary departments such as the warehouse, technical team, and delivery department to resolve the customer's request.
- Check inventory stock: Ensure that products are available in stock to meet delivery requirements on time.
- Organize and allocate tasks to technicians: Plan efficiently to allocate delivery routes and schedules to ensure the product is delivered and installed on time according to the customer's request.

03/2022 - 09/2024

GADAS COMMUNICATION SERVICES LIMITED CUSTOMER SUPPORT STAFF

- Receive information needing support from customers through the system Airtabe, be responsible for processing and coordinating departments to solve problems for customers.
- Review the previous day's report to ensure all customer deposits and withdrawal are correctly entered.
- Update and process customer deposits for the day, and also handle providing bonuses to customer accounts.
- Support the sales team in resolving any account-related queries.
- Update the sales information of accounts to ensure accuracy for calculating sales bonuses.

03/2021 - 11/2021

GIAO HANG TIET KIEM JOINT STOCK COMPANY CUSTOMER SERVICE STAFF

- Resolve customer problems and complaints through the system to ensure customer satisfaction and trust according to correct procedures.
- Coordinate departments to handle cases.
- Synthesize reports and coordinate departments to come up with plans to improve service quality.