

TRẦN THỊ THU HIỀN

Hanoi, Vietnam thuhienthkc@gmail.com 0983429989

EDUCATION

Jun 2005

Aug 2001 + HANOI UNIVERSITY OF TRANSPORTATION AND COMMUNICATION

Planning and Management - Economic Department - Business Management GPA: 8.0/10 - Good

WORK EXPERIENCE

Present

Jul 2018 + AEON VIETNAM CO., LTD - LONG BIEN BRANCH

Maxvalu Supper Market - Merchandise Manager at Aeon Vietnam Co.,Ltd

- * Manage and take full responsibility for Sales and GP by strengthening coordinated sales:
- -Manage MD team to manage Assortment; negotiate the cost to ensure to achieve Sales & GP.
- -Motivate MD to work with suppliers to have new items to catch up with customer demand.-Manage standard POG by MD team and provide it to OP to have attract display for customers.
- -Always work closely with the OP team. Manage Sales Plan Meeting monthly with the MD team, SV, and OP team to share that everyone understands the same plan and together find solutions to improve the store better.
- * Manage advertisement and Promotion plan, then work with MKT team and related other Dept
- Instruct MD members to work with MKT to make mailers, leaflets, POP, POSM, Digital content, etc.
- Making plans for regular promotion, Boucher promotion, E-voucher, and specific events, workshops, joining exhibitions, etc.
- Trying to make new advertising and promotionMarket Research-Researching the global market, the local market, and the regional market, and planning and store-making.
- Store comparison (Aeon and others)- Looking for a particular supplier who makes trend reports, MD calendars, styling plans, etc. if necessary.
- * Making and organizing of training program
- Making a training program standard for OP to know product features, customer service, etc.
- Working with related dept to organize the training.
- Organize a training with SV and related members.
- * Digital Activity planning- Make a plan to add more advertising for LCD signage, and another department to get more rebates and increase Gross Profit.
- Build up EC in the business.
- * Leadership: Motivation working spirit in the MD team to let them achieve Sales & GP following the Target

OBJECTIVE

In many years working in various maijor such as Administration, Customer service as well as Sale in the International company, I am confident in management skill (expenditure, manpower, satisfaction of employee and customer) to bring the most effective works for the company.

SKILLS

KAIZEN & 5S skill

Customer Service and Satisfaction

International Sales

Team work and time management

INTERESTS

 Swimming, yoga, reading books, travelling

AUG 2016 + PUYOUNG IND CO.,LTD - PIC VIETNAM - TARPAULIN AND PLASTIC **KOREA COMPANY**

JUL 2018

International Sale - Manager Assistant.

- Responsibility for the buyer from Netherlands, France, Australia, US (The Home Depot)
- Calculate the price of Tarpaulin goods and make the quotation, get the order from the customer, then issue to the factory and working with the related dept to ensure delivery on time.
- Solve the urgent issue related to the ETD, ETA, quality, audit and respond to the complaint of the customer quickly to make the satisfaction and loyal
- Give the proposal and suggestion to the manager to minimize the risk and mistake and give the high quality and service.
- Working with the headquarter in Seoul to follow the payment progress.
- Training for the new staff about the demand for buyer and service, the spec of goods.

Achievements and skills gained:

- 100% of orders from the buyer are well treated.
- Expand the Vietnam sale team from 2 people to 7 people in the Hanoi office.
- Receive 95% good comments in the buyer survey about the service and problem-solving.
- Get the soft skill and professional when working in an international environment with various buyers come from over the world

NOV 2015 + MAN MOTOR VIETNAM

1 Jul 2016

Public Relation and Project Support

- Build up the event following the schedule of month and year.
- Control the budge of cost for each event and report the unnecessary and unsuitable works to a higher manager.
- Create the activity such as summer holiday, team building to make the unity environment.
- Encourage the spirit of all the employee to work hard and creation.
- Solving the other works when was required

Achievements and skills gained:

- Learning the way to make a good relationship with the colleagues and customer.
- Making the friendly working environment.

NOV 2015

SEP 2005 + TOYOTA HOAN KIEM COMPANY - TRANSPORT AND SERVICE **CORPORATION (TRANSERCO) - THE FIRST DELIVERY OF TOYOTA MOTOR VIETNAM**

Worked as many positions such as Customer Service, Marketing, Spare part

- Receive the Purchase Order (PO), prepared and implement the Sale
- Working and pushing the related department to deliver to meet the deadline.
- Prepare the KPI report and Sale report to the manager every month.
- Debt management and collect the over debt
- Contributing and implementing the Promotion program, event, seminar, the party for a new model car.

Achievements and skills gained:

- Understand clearly about 5S, Kaizen, Toyota way, Toyota service.
- Ensure the target sale by expanding the support service

Mar 2003 + JAPAN INTERNATIONAL COOPERATION AGENCY (JICA)

↓ Apr 2005

Survey Investigator - Part time

- Collecting and analyzing data on the bus passenger in Hanoi.
- Collecting the data and quantity of vehicle through the intersection
- Making the report to manage weekly and monthly.

Achievements and skills gained:

- The way to collect the exact data and analyze it.

CERTIFICATIONS

11/2020 - Learning the Kaizen & 5S at GCCI (Group - Consultants - Company - International) - Get the Certificate.

7/2019 Learning in the CS training at AeonVietnam to get the CS Trainer Certificate

2017 TOEIC Certificate issued by IGG Vietnam with 650 score

2015 Service Customer Service issued by Toyota Motor Vietnam

2005 University graduated Certificate issued by UTC with Good level

REFERENCES

Nguyễn Vũ Tiến Linh Head of Service Division - Toyota Hoan Kiem Company

Email: linh_nt@fpt.vn Mobile: 090 476 5666

Joey Choice

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