

# DO THI BICH TRAM

## CUSTOMER SERVICE STAFF

### ABOUT ME

A customer-focused individual with experience in e-commerce and customer service. Passionate about providing personalized solutions, building long-term relationships, and ensuring customer satisfaction. A problem-solver who is eager to grow in a dynamic environment.



### EDUCATION

#### Industrial University of Ho Chi Minh City (IUH)

Bachelor of Electronic Commerce

GPA: 3.33/4.0

2018 – 2022

### CONTACT

☎ 0523938057

✉ bichtramtp118@gmail.com

📍 Tân Bình, Ho Chi Minh City

📅 11/08/2000

### SKILLS

- MS Office (Excel, Word, PowerPoint)
- Image design: Canva, AI, Photoshop,...
- Video edit: Camtasia, Capcut

### LANGUAGE

English: Toeic – 620

### ACHIEVEMENTS

International articles: Factors affecting Vietnamese people's Intention to buy health care products online during COVID-19

Nguyen, T. P. G., & Do, T. B. T., & Le, T. A. H., & Le, T. M. N., & Nguyen, B. P. D. (2022).

### EXPERIENCE

#### KIDO GROUP

09/2024 - Present

##### Customer Service - E2E Entertainment Shopping Channel

- Customer Support & Satisfaction: Handle customer inquiries across multiple channels, ensuring a seamless experience.
- Return Order Management: Process return and exchange orders, coordinating with relevant departments for smooth operations.
- Complaint Resolution: Address and resolve customer complaints efficiently, ensuring both customer satisfaction and company interests.
- CRM Management: Develop and optimize customer relationship management systems to enhance engagement and retention.
- Campaign-Based CRM Planning: Design and implement CRM strategies aligned with e-commerce platform campaigns.
- Reporting & Budgeting: Prepare weekly reports and plan monthly return budgets to optimize financial efficiency.

#### THE HORIZON CO., LTD

08/2023 - Present

##### E-commerce Operations Assistant (Part-time)

- Monitored inbound inventory, created SKU codes, and synchronized product data.
- Managed product listings, pricing, and discount strategies.
- Designed product images based on templates and uploaded listings.
- Processed orders, coordinated shipping, and tracked deliveries.
- Assisted with customer support, resolving inquiries and post-sale issues.

#### DOLL EYES CO., LTD

05/2022 - 07/2024

##### E-commerce Operations Assistant

- Managed and optimized online stores across multiple platforms.
- Uploaded products, optimized SEO, and maintained store performance.
- Planned promotions and executed marketing campaigns.
- Handled order fulfillment, warehousing, and logistics.
- Managed customer inquiries, refunds, and issue resolution.
- Collaborated with KAMs on growth strategies.
- Supervised inventory and conducted regular audits.