

## Contact information

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Updated at	1st July 2025

## Curriculum Vitae



### Work – related information

Wished business	Purchasing, Retail, Supermarket.
Career objective	<ul style="list-style-type: none"><li>➤ Getting deep understanding of the specialized business,</li><li>➤ Being one of the most excellent employee in the Company,</li><li>➤ Trying best to contribute create a professional and friendly working environment,</li><li>➤ Getting good support from management and taking opportunities to promote in carrer</li></ul>

### WORKING EXPERIENCE

- <b>Supplier Relationship Development Expert,</b> <i>Saigon Union of Trading Co.operatives (SAIGON CO.OP)</i>	<i>July.2023 to Now</i>
- <b>Supplier Relationship Supervisor, EB Services Company Limited</b> <i>(Member of Central Retail in Viet Nam)</i>	<i>July.2022 to Jun.2023</i>
- <b>Product Development Assistant Manager (Food &amp; Nonfood Dept),</b> <i>Lotte Viet Nam Shopping Joint Stock Company</i>	<i>Jan.2021 to Jun.2022</i>
- <b>Owner, Y&amp;D Food and Beverage Service Co. Ltd.</b>	<i>Oct.2019 to Nov 2020</i>
- <b>Purchasing Expert (Home appliances), Non-Food Department,</b> <i>Saigon Union of Trading Co.operatives (SAIGON CO.OP)</i>	<i>Jan.2011 to April 2019</i>
- <b>Sale executive, Sale manager, Misa Join Stock Company</b>	<i>Feb.2007 to Dec.2010</i>
- <b>Marketer, Cashier, Warehouse-keeper, Co.opmart Phu My Hung Supermarket</b>	<i>Dec.2001 to Jan.2007</i>

### Summary of Qualifications

<b>Supplier Relationship Development Expert</b> <i>(Saigon Union of Trading Co.operatives - SAIGONCO.OP)</i>	<ul style="list-style-type: none"><li>- Receiving and Inspecting Information and Product Samples: Receive, inspect, and verify information and product samples from suppliers to ensure compliance with requirements and procedures.</li><li>- Supplier Documentation Management: Store and manage supplier-related documents, including quotations, contracts, and other relevant materials.</li><li>- Supplier Support: Provide guidance, answer inquiries, and support suppliers during their collaboration with Saigon Co.op, including product registration procedures, participation in promotional programs, etc.</li></ul>
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	<ul style="list-style-type: none"> <li>- Reporting and Data Consolidation: Prepare reports and compile information related to the receipt of goods and supplier records for relevant departments.</li> <li>- Process Improvement Proposals: Recommend solutions and improvements to the processes of receiving and managing supplier information to enhance operational efficiency.</li> <li>- Cross-Departmental Coordination: Coordinate with relevant departments such as Purchasing, Marketing, and Sales to ensure smooth supply chain operations.</li> <li>- Supplier Evaluation and Selection: Participate in evaluating and selecting new suppliers to ensure product and service quality.</li> <li>- Supplier Relationship Development: Build and maintain strong relationships with suppliers to foster long-term cooperation.</li> </ul>
<b>Supplier Relationship Supervisor</b> <i>EB Services Company Limited (Member of Central Retail in Viet Nam)</i>	<ul style="list-style-type: none"> <li>- Coordinate with suppliers to route goods through warehouses, optimizing costs for stores and the supply chain.</li> <li>- Work with suppliers to improve service levels and minimize out-of-stock situations at stores.</li> <li>- Analyze data to select appropriate suppliers for cross-docking and warehouse stocking to benefit both Big C and suppliers.</li> <li>- Calculate and manage supply chain service fees charged to suppliers; analyze costs and fees for benchmarking and proposing improvements.</li> <li>- Negotiate contracts and appendices with suppliers using supply chain services; manage monthly service fee charging based on CBM or % of purchase value.</li> <li>- Monitor supplier performance, especially top suppliers, and organize monthly/quarterly meetings to drive improvements and project alignment.</li> <li>- Align with buyers and suppliers on order commitments and warehouse stock levels to reduce out-of-stock and increase inventory margin.</li> <li>- Track and calculate penalties for suppliers failing to meet delivery commitments or service level agreements.</li> <li>- Collaborate with Accounting and Controlling teams to validate service fee and penalty charges, ensuring accuracy and compliance with signed agreements.</li> <li>- Prepare and manage new contracts, appendices, and documents for supply chain services such as cross-docking and warehouse stocking.</li> <li>- Lead cross-functional SC projects (e.g., EDI implementation, new systems) in coordination with suppliers, IT, buyers, and accounting teams.</li> </ul>
<b>Product Development Assistant Manager (Food &amp; Nonfood Dept)</b> <i>(Lotte Viet Nam Shopping Joint Stock Company)</i>	<ul style="list-style-type: none"> <li>- Work out new product development planning.</li> <li>- Collect and analyze data, support manager to approve goods.</li> <li>- Select a supplier that is qualified to supply private brand products.</li> <li>- Analytical evaluation of new products before launching into the market.</li> <li>- Survey and evaluate factory of suppliers.</li> <li>- Follow up and evaluate the business situation of new products.</li> <li>- Drafting and managing the supplier's manufacturing outsourcing contract implementation process.</li> <li>- Price management of private brand products of Lottemart system.</li> <li>- Other tasks as assigned by the manager.</li> <li>- Control and manage inventory of Lottemart's private brand products.</li> </ul>

<p><b>Owner</b> (Y&amp;D Food and Beverage Service Co. Ltd.)</p>	<ul style="list-style-type: none"> <li>- Develop and implement restaurant regulations, operational rules, job descriptions, and business guidelines for all positions.</li> <li>- Organize and supervise the execution of policies, procedures, and professional standards.</li> <li>- Monitor and improve operational processes to enhance restaurant efficiency.</li> <li>- Manage consultation, order taking, and delivery operations via e-commerce platforms (Facebook) and food delivery apps (Foody, Gojek, Grab, Baemin).</li> <li>- Coordinate with relevant departments to develop monthly, quarterly, and annual restaurant operation plans.</li> <li>- Handle relationships with government agencies and local organizations related to restaurant operations.</li> <li>- Implement and supervise the use of brand identity standards across the restaurant.</li> <li>- Develop and execute restaurant marketing and communication plans.</li> <li>- Sign service contracts with customers and ensure execution.</li> <li>- Oversee restaurant promotions, offers, and their implementation.</li> <li>- Address and resolve customer issues that frontline staff cannot handle.</li> <li>- Organize customer feedback collection, analyze results, and propose improvement policies.</li> <li>- Identify and approach potential customers to grow the client base.</li> <li>- Receive and monitor daily revenue and expenditure reports from relevant departments.</li> <li>- Coordinate with finance to compile periodic financial and operational reports.</li> <li>- Negotiate and sign supply contracts with vendors for restaurant needs.</li> <li>- Build and manage human resources, ensuring adequate staffing levels across all roles.</li> <li>- Supervise, train, and coach new or underperforming staff.</li> <li>- Monitor purchasing activities, ensure optimal inventory levels, and adjust consumption norms as needed.</li> <li>- Control regular maintenance of equipment and organize repairs as issues arise.</li> <li>- Ensure restaurant security, safety, and compliance with relevant standards.</li> </ul>
<p><b>Purchasing Expert (Home appliances)</b> (Saigon Union of Trading Co.operatives - SAIGONCO.OP)</p>	<ul style="list-style-type: none"> <li>- Receive information of offered goods and approve goods for business.</li> <li>- Collect and analyze data, support manager to approve goods.</li> <li>- Market research. Survey, find out the needs and preferences of customers, potential customers to propose additional new goods to suit their needs.</li> <li>- Make, liquidate, store contracts with suppliers.</li> <li>- Negotiate in purchasing and ordering process with the centralized suppliers.</li> <li>- Negotiate promotional programs for Co.opmart system.</li> <li>- Control and manage inventory of Co.opmart system.</li> <li>- Deploy separate promotions as supermarkets offered.</li> <li>- Price management in Co.opmart system.</li> <li>- Manage images printed in shopping handbook.</li> <li>- Manage the display of goods in supermarkets of Co.opmart system.</li> <li>- Coordinate with other departments in implementing the business plan of the system.</li> </ul>

	<ul style="list-style-type: none"> <li>- Professional training on products, internal knowledge for product line leaders of Co.opmart system.</li> <li>- Control the inventory of supermarkets' goods, ensure that the inventory data is complete, factually correct, and in accordance with the Company's regulations.</li> </ul>
<b>Sale manager</b> <b>Sale executive</b> <i>(Misa Join Stock Company)</i>	<ul style="list-style-type: none"> <li>- Revenue Growth: Set and achieve business targets, acquire new clients, and increase sales from existing customers.</li> <li>- Lead Generation: Identify potential businesses in need of MISA software; conduct market research to understand customer demand.</li> <li>- Product Consultation &amp; Demo: Present suitable MISA software solutions, explain key features, benefits, and competitive advantages.</li> <li>- Contract Negotiation &amp; Closing: Convince prospects, negotiate contract terms, and finalize business agreements.</li> <li>- Sales Team Management: Build, train, and manage the sales team to ensure productivity and goal alignment.</li> <li>- Customer Relationship Management: Maintain and strengthen client relationships; handle feedback and resolve issues.</li> <li>- Cross-Department Coordination: Collaborate with Marketing, Product Development, and other teams to optimize business operations.</li> <li>- Business Analysis &amp; Reporting: Monitor business performance, analyze data, and prepare regular business reports.</li> </ul>
<b>Marketer, Cashier, Warehouse-keeper</b> <i>(Co.opmart Phu My Hung Supermarket)</i>	<ul style="list-style-type: none"> <li>- Implement programs of customer care, maintain relationship with loyal customers for Co.opmart Phu My Hung.</li> <li>- Deal with complaints and feedback from customers.</li> <li>- Deploy marketing activities at Co.opmart Phú Mỹ Hưng.</li> <li>- Manage the distribution of leaflets, shopping guides.</li> <li>- Manage data, promotional boards of supplies for sales support.</li> <li>- Be in charge of checking the quality, expiry of goods and displaying goods on shelves.</li> <li>- Update information about goods, promotional programs at the supermarket and explain to customers.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>- Train sales staffs and created an atmosphere of responsible growth in sales for the company.</li> </ul>

## Education

<b>Masters in business administration</b> , expected to graduate in 2026	<b>Ho Chi Minh University of Foreign Languages – Information Technology</b>
<b>Bachelor of Business Administration</b> , graduated in 2010	<b>Lotus University</b>
<b>Bachelor of Business Administration</b> , graduated in 2004	<b>College of Technology Industrial and Management</b>
Certificate of Direct Marketing, Customer psychology analysis,	<b>Training program of Saigon Co.op</b>

Market Research, Customer Relationship Management	
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<b>SKILLS:</b>	<ul style="list-style-type: none"> <li>❖ Languages: Vietnamese (native), English: Good.</li> <li>❖ Computer skills: competent in all windows office programs and internet. Good communication through internet by email.</li> <li>❖ Good in establishing relations.</li> <li>❖ Good communication skills, especially in negotiation: know well how to express an idea, handle the situation,...</li> <li>❖ Good in situation analyzing, strong interpersonal skills, hard working, capacity for working independently.</li> <li>❖ Strong team management skills with experience leading 5–10 staff members</li> </ul>
<b>EXPECTATION</b>	<ul style="list-style-type: none"> <li>• Looking for a new challenge, a good job in a professional company to further improve my knowledge and experience and would take part in company's success.</li> <li>• Expected salary: Negotiation.</li> </ul>
<b>ADDITIONAL</b>	<ul style="list-style-type: none"> <li>• Take part in Community sport activities.</li> <li>• Hold many events and activities to support entertainment of orphan children in Mid Autumn Festival.</li> </ul>

## **Personality**

<b>Strengths</b>	<ul style="list-style-type: none"> <li>❖ Creative, self confident, active and dynamic, self-discipline and self-organizing</li> <li>❖ Honest</li> <li>❖ Pleasant personality with neat appearance</li> <li>❖ Friendly and open hearted, flexible and deep passion to grow</li> <li>❖ Active listening, well controlled</li> <li>❖ Patient, hard working and eager to learn new, useful and interesting things</li> <li>❖ Ambitious</li> <li>❖ Enthusiasm and sense of responsibility.</li> <li>❖ Independent and able to work under pressure.</li> <li>❖ Work creatively in team as well as individually.</li> </ul>
<b>Weaknesses</b>	<p>I appear to be a perfectionist. I often try my best to finish all my assignments as soon as possible. When I done the job, I have tendency to review and would like to improve it more. However, I know this is also my strength and I always try to take the best advantages from it.</p> <p>Besides, I am not the most organized of individuals, so I always answer my emails and phone calls right away. I am aware of problems and I have strategies to deal with it.</p>
<b>Work attitude</b>	Responsible and result-oriented, good communication skills, good leadership skill, good problem solving skills and good influencing skills, good ability to set and meet goals

## **Personal information**

Birthday	14th December 1983
Gender	Male
Marital status	Married
Health	Excellent
Hobbies	Listening music, watching movies, travelling, playing football...

## **Referees**

Ms Huynh Bich Thuy	Director, Director of Supplier Relationship Development (Saigon Co.op)
Ms Bui Thi Tuyet Mai	Vice Director, Phan Van Tri Co.opmart (Former Team Leader, Non-food Department, Saigon Co.op)

I hereby certify that the statement made by me in this form is, to the best of my knowledge and belief, true and correct.

**Truong Phuoc Dai**