



# NGUYỄN THỊ KHÁNH HUYỀN

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## SUMMARY

Retail Administration Staff seeking to apply strong organizational and communication skills to support Sales & Operations, ensure policy adherence, and streamline daily retail operations through efficient documentation and coordination. Eager to contribute my administrative, reporting, and problem-solving abilities in a dynamic environment for professional growth.

## WORK EXPERIENCE

**Partnership Department Intern, Vua Nem Joint Stock Company** **Sep 2024 - Dec 2024**

- Completed, monitored, and archived contracts; tracked and processed payments to partners.
- Processed e-code vouchers; handled complaints and voucher reissuance; consolidated promotion programs.
- Researched, built, and developed partnership channels to exchange benefits, promotions, and communication rights with partners while increasing sales for Vua Nệm according to company policies.
- Collaborated with Vua Nệm's Marketing Team to enhance communication campaigns through partner channels.
- Ensured recovery of display products & related materials from events; monitored & managed accounts receivable, display products, and consignment goods.

**Intern, Directorate of Market Surveillance** **Jun 2024 - Aug 2024**

- Compiled detailed reports on market trends, pricing analysis, force operations.
- Search and filter violations in the e-commerce environment.
- Process documents, support administrative work.

**Admin, AMES English** **Nov 2022 - Sep 2023**

- Handled customer complaints calmly and professionally, resolving customer issues in a timely manner, recognized and responded to students' individual needs and learning styles.
- Created reports and documents as requested by the office manager.
- Prepared learning materials: worksheets, exams, learning tools,...
- Ensure the operation of class.
- Worked with project managers to develop and implement strategies for cost savings and resource optimization.
- Developed and maintained an up-to-date database of contacts and vendors, ensuring accurate and timely communication.

**Admin, Rosie Arts Center** **Feb 2022 - Sep 2022**

- Assisted with administrative tasks such as photocopying, filing, and faxing;
- Organized and coordinated meetings and events, including preparing agendas and taking minutes;
- Scheduled and confirmed appointments accurately, resulting in fewer missed appointments;
- Received, sorted, and distributed mail and other deliveries in a timely manner.

## EDUCATION

**National Economics University**

- Commercial Business: GPA 3.63
- Business Law: GPA 3.5

## ADDITIONAL INFORMATION

- **Technical Skills:** Market research and analysis, Microsoft Office.
- **Language:** English.
- **Skills:** Effective communication, Organizational and Time management, Adaptability and willingness to learn, Teamwork, Problem solving, Attention to details.