



NGUYEN NGOC TU HAO

My Contact



11/09/1996



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75A, To Hieu Street, Hiep Tan
Ward, Tan Phu District, Ho Chi
Minh City.

Education Background

- Ton Duc Thang University
- Sociology

From 09.2014 to 09.2018

More Information

- Be active at work, have teamwork spirit.
- Always complete the work assigned.
- Control time well
- Always work hard, be progressive at work.

Career Objective

Looking forward to working in a dynamic, open environment, with good promotion opportunities, wholeheartedly dedicating to the company and sticking with the company for a long time. Use all available professional skills as well as communication skills, be proactive at work to impress and learn new knowledge and experiences to improve expertise and train yourself to be can do the job well.

Professional Experience

SHOPEE COMPANY LIMITED / PAYMENT ASSOCIATE

07.2022 - Now

Key responsibilities:

- Maintaining bank statement report up to date.
- Preparing weekly and monthly liability reports.
- Urging business developer to collect debts on time.
- Keeping track of users' payment deadlines in accordance with corporate policies.
- Collecting requests for wallet balance adjustments from other departments, checking and conducting deduction them.
- Double checking advertising contracts before running the campaign.
- Working closely with the Finance team to ensure that all transaction details are captured accurately.
- Reconcile monthly expenses with Finance team and send email to relevant teams.
- Freezing or reopening accounts for users who have been fined.
- Setting up fee according to company's regulation.

GRAB COMPANY LIMITED / BILLING AND COLLECTION SPECIALIST

10.2020 - 07.2022

Key responsibilities:

- Answer customer's questions about invoice, debt reconciliation and debt payment through the Zendesk system.
- Track debts of cooperate customers using Grab services.
 - Contact customers by email or call to compare debt with customers and ask them to pay.
 - Work with related department (invoicing department and contract department) to support customer or related issues for customers to pay debts.

**GRAB COMPANY LIMITED | RECEPTION & FACILITIES
COORDINATOR**

04.2019 – 10.2020

Key responsibilities:

- Welcome guest, greet them and support to meet the staff
- Answer incoming call, take note and transfer call to related department
- Sort and distribute incoming and outgoing mails and correspondences.
- Manage stationeries, office equipment & facilities: telephone system, fax...
- Support staff card issued to the office
- Resolve office-related malfunctions and respond to requests or issues.

GOFAST CORP | ADMIN STAFF

09.2018 – 03.2019

Key responsibilities:

- Create and update user information in company's system.
- Register user's tax code
- Guide shippers, guests or strangers for accessing the office.
- Print and manage shippers document profile and contract.
- Update the deposit money of shippers at the end of the day.