



# NGO THI MY LINH

## CUSTOMER SERVICES STAFF

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### PROFILE

With 1 year of experience in Sales position, I have the ability to communicate and connect with customers on different products and services. As an energetic and active person, in the future, I hope to try my hand at sales positions in more fields, have a stable job and stick with it for a long time.

### EDUCATION

**Business Administration | Ho Chi Minh City University of Economics (UEH)**  
**2021 - 2025**

Graduated with Distinction  
GPA: 3.5/4.0

### CERTIFICATES

- IC3 Certificate
- TOEIC Certificate : 600
- Basic Chinese and English

### SKILLS

- Confidence, good communication and relationship maintenance skills
- Time management skills
- Teamwork skills
- Professional style, quick to learn
- Multi-tasking

### ACTIVITIES

- Belonging to the Logistics and Coordination team of the UEH2023 Big Hands Program of the UEH Faculty of Management
- Organizing Committee of the Economic Youth Program (UEH's traditional program to welcome new students)

### WORK EXPERIENCE

#### Real Estate Agent

DKRA Vega Company | July 2024 - November 2024

- Planing daily sales to find customers (telesale, market, livestream, post).
- Implementing sales channels from online to offline.
- Building product introduction profile to advise customers.
- Conducting market surveys to find potential customers (3 session/week).
- Livestream to promote products and answer customer questions.
- Creating script, shooting and editing videos about real estate products to build brands (Businesses and individuals)
- Working with the marketing department to develop product advertising strategies.
- Signing contracts with customers (01 successful cooperation)
- Making daily sales reports and customer data (customer needs, problems, concerns).

#### Sales Marketing Intern

NTP Media Group Company | March 2024 - June 2024

- Building a Marketing plan to find customers on Facebook and Tiktok (20 groups/day).
- Reaching out, contacting to build relationships with customers.
- Mainly responsible for scheduling sales content for Marketing solutions and consulting services suitable for Customers (successfully closing 3 customers/month).
- Responsible for making contracts and taking care of customers during the cooperation process.
- Making weekly data and performance reports.