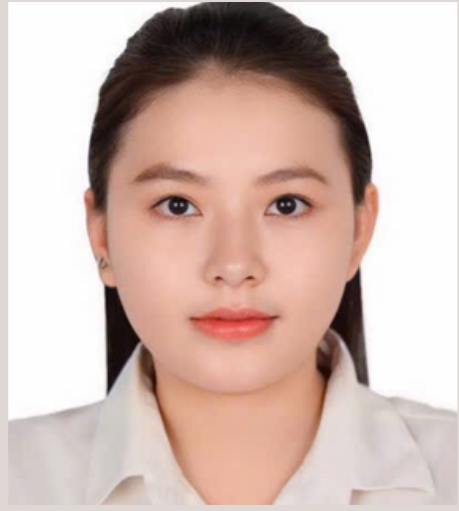



NGO HONG KIM

CUSTOMER SERVICE



 0853065212

 hongkim6902@gmail.com

 06/09/2002

 District 7, Ho Chi Minh City

Education

Bachelor of Sports Business and Event Organization

TON DUC THANG UNIVERSITY
2020 - 2024

GPA: 3.0

Classification: Good

SKILLS

Content SEO

Copywriting

Microsoft Office: Word, Excel,
PowerPoint

Tool: Canva, Capcut

Language

Vietnamese

English

Profile

I am just graduated at Ton Duc Thang University. With experience in communicate with customers through the fields of sales and public relations. I can catch market trends about current customer needs. Besides that, I also work with foreign customers.

Work Experience

12/2024

-

08/2024

SAIGON HIDEOUT

RECEPTIONIST

- Manage reservations on the system (Booking.com, Agoda, Airbnb, etc), receive information, and proactively arrange and prepare to welcome guests.
- Handled check-in and check-out procedures professionally.
- Record all guest feedback and suggestions to improve service quality.
- Assist with various tasks throughout the hotel (design file check-in guide, check rooms, etc).

08/2024

-

06/2024

TYPO CRESENT MALL HCM

SALE ASSOCIATE

- Product introduction and services to customers, using effective sales techniques to close deals.
- Ensuring that products are displayed attractively and in accordance with company guidelines.

05/2024

-

03/2023

GOLFGROUP

CONTENT MARKETING COLLABORATOR

- Write SEO standard articles about luxury goods industry.
- Build content and images for website posts.
- Collect information and data about product on digital media.