

PHAM HONG NGOC Admin/Customer Service

- 30.06.1995
- Female
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SKILLS

Microsoft Office Suites





Problems Solving





INTERESTS

Music Traveling

Food

Reading Books

EDUCATION

09/2012 - 04/2016

TON DUC THANG UNIVERSITY | English

03/2017 - 04/2019

ARENA MULTIMEDIA | Designer

WORK EXPERIENCE

11/2021 - 04/2024

METUB NETWORK - MELIVE | Admin cum Customer Service

*Customer Service

- Implementation of documents and contracts with suppliers.
- Paying with suppliers monthly.
- Solve problems, questions of customers, shippers and suppliers every day.
- Assisted customer with product selection, product order, product return.
- Handle customer inquiries via phone, mail, page in a professional manner.
- *Admin
- Implemented admin system to ensure day-to-day workflow ran efficiently and effectively.
- Working on legal papers with Legal to checking, editing and release contract on time.
- Working with Accountant team to pay payment and anyproblem about money/payment for partner
- Report workflow for co-worker and leader day-by-day on sheet and everyweek for Head leader.

*Things I get:

- Learn how to work as a team in a professional habit.
- Learn how to work under pressure.
- Improve my MS skills.
- Learn how to report to C-level at the company.

12/2019 - 09/2021

ACFC - NIKE STORE VINCOM DONG KHOI | Cashier cum Sale

- Help customer to buy and receive payments from our customers.
- Resolve every problems/feedbacks/complains from Customers.
- Pay the bank monthly.
- Clean up and help peers whenever I can.

*Things I get:

- Improve my English skills.
- Learn how to work as a team in a professional habit.
- Improve my MS skills.
- Learn how to report to C-level at the company.

01/2018 - 12/2018

AMERICAN PIE SUPPLY | Supervisor

- Help customer to order and receive payments from our customers.
- Ensure a clean and welcoming atmosphere at all times.
- Solve legal document problems, make revenue and expenditure reports for shop owners.
- Develop marketing and sales strategies.
- Resolve customer complaints when shopping at the shop.

Owner: Ho La Ha Vi (migrated to the US)

*Things I get:

- Learn how to run a store.
- Learn ways to solve legal problems

10/2016 - 10/2017

KATINAT SAIGON KAFE | Cashier

I was work as a Cashier at Katinat Saigon Kafe

- Help customer to order and receive payments from our customers.
- Resolve every problems/feedbacks/complains from Customers.
- Preparation the drinks.
- Clean up and help peers whenever I can.

*Things I get:

- Learn how to work as a team.
- Learn how to solve the problems when customers ask.
- Learn a little bit about Barista from my partners.

ABILITIES

- Ability to learn and renew myself to improve work productivity.
- Regularly push myself to explore and learn new knowledges to add more ideas to work.
- Very cooperative when working in groups, and also has a high ability to work independently.
- Very willing to work weekends and overtime working

REFERENCES

Ms Nguyễn Như Quỳnh (Katherine)

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