

HO TRAN THAO VAN

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Ho Chi Minh City



PROFESSIONAL SUMMARY

Dynamic and detail-oriented Sales Coordinator with hands-on experience in order tracking, production planning, and customer service. Skilled at cross-functional collaboration, resolving urgent issues, and managing workflow efficiency. Looking to grow within a fast-paced, international work environment.

SKILLS

Languages: English, Japanese

Microsoft Office Suite (Excel, Word, Outlook)

Production and order coordination

Shipment tracking & issue resolution

EDUCATION

Bachelor of of Japanese Language

Ho Chi Minh City University of Education
2019 – 2023

PROFESSIONAL EXPERIENCE

Simone Accessories Collection Vietnam Ltd.

Jan 2025 – Sep 2025

Merchandiser

- Coordinated production schedules based on customer purchase orders; adjusted weekly plans for timely delivery.
- Served as liaison among Production, QA/QC, and Warehouse teams to ensure quality and client satisfaction.
- Managed warranty accessory shipments; handled special requests from management.

Global Leather International Co., Ltd

Mar 2024 – Nov 2024

Merchandiser

- Received order information from Sales and relayed details to production departments.
- Tracked production progress and resolved issues during manufacturing.
- Prepared contracts, documents, and monthly performance reports.

Rated "Excellent" by the Merchandising Department.

Viettrans Transport Service & Trading

Feb 2023 – Feb 2024

Customer Service Executive

- Booked and tracked cargo via airline systems (Scoot, VietJet, ANA).
- Worked with airlines to resolve issues such as delays, lost goods, or pending connections.
- Assisted customers and compiled daily/monthly reports.

Achieved 95%+ KPI completion rating.