

TRẦN TUẤN MINH HẰNG

I am a versatile and enthusiastic individual who is always eager to push myself. I have experience participating in a variety of activities at school and working well under pressure. I am seeking a professional organization where I can continue learning and contribute the full extent of my abilities. I will make every effort to collaborate effectively with teams and coworkers.

EDUCATION

- **Nguyen Thi Minh Khai High School For The Gifted**
(2014-2017)
Specialized English
- **Ton DucThang University**
(2017 - 2021)
Tourist Management and Hospitality

EXPERIENCE

- **Algorithmics Viet Nam - Senior Student Care Officer**
Jan 2023 - Sep 2024
Addressing customer questions via phone, email, or chat. Handling customer complaints and providing effective solutions. Received call-in, providing introductory information to prospective and new customers.
Ensure team reach monthly KPI (Renewal/Refferal)
Collab with Programming Tutors and Teachers to ensure student's learning progress.
Conduct and forecast parent touchpoint, appointments, foreseeing parent concerns, problem solving issues, handling complaints within campus.
Effectively collaborate with other departments to ensur campus renewals and referrals.
Arrange classroom, schedule for makeup classes. Ensure systems data compliance within campus.Maintain and forecast book/inventory stock in, stock out for campus.
- **Dolphin Tour - Collaborator**
June 2021 - Jan 2022
Responsible for writing Facebook posts about the products.
Find customers with a need for domestic and international travel. Introduce travel package for protential customer by phone call. mess,...
Introduce the travel packages, provide consultations.
- **IIG Viet Nam-Counter Staff-Exam Organization**
Febuary 2022 - August 2022
Checking citizen identification (ID, passport,...), register for the exam.
Introduce rules and requirements of TOEIC, Toefl, MOS,... and other exam for candidates. Checking and arranging exam's schedule,
- **tiNi World - Crescent Mall - Part-time**
June 2019 - March 2020
Sale tickets and products
Resolve customer objection, complains
Introduce services and promotion
Participate event team - holding monthly events
Ensure center's KPI



CONTACT

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SKILLS

- Customer Service
- Program Development
- Public Speaking & Presentations
- Strategic Planning & Visioning
- Communication

ACTIVITY AND ACHIEVEMENT

- Vice President - Excutive Board of BY Group of Ton Duc Thang University -(organization committee English workshop and events)
- Campus Ambassador of IMUN - (International Model United Nations)
- **TESOL 120hr ALAP**
- **TOEIC: 755**
- **Basic Photoshop Adobe, Canva.**
- **MOS (Microsoft Office Specialist): 950/1000**