



# TRAN THI THANH HANG

## Experience

**08/2023 - 12/2024:**

**Admin and Customer Service Freelancer -  
GiGi 2nd clothing shop - MWC Gym and Fitness**

- Answer customers' feedbacks/ complaints/ enquiries/ orders in a friendly and professional manner and exploring answers and alternative solutions, providing information to customers.
- Prepare payment and follow stock of stationery, drinks.
- Introduce and offer special promotions and incentives for customers to promote higher purchasing demand.

**06/2022 - 06/2023:**

**Invigilator - IELTS Exams Venue Staff  
British Council Vietnam**

- Prepare placement test materials, set-up testing rooms.
- Instruct customers fill information in the registration form, take a test clearly and floating customers from writing room to interview room.
- Carry out other tasks as required by Supervisor.

**07/2019 - 07/2022:**

**Exams Customer Services Assistant  
British Council Vietnam**

- Ensure proper handling of incoming visits and provide good reception service to all visiting customers to British Council IELTS office.
- Instruct and register IELTS test takers from different sources.
- Process other relevant administrative procedures (payment confirmation, test fee refund, additional results,...)

**05/2018 - 06/2019**

**Exams Sales and Customer Services Helper  
British Council Vietnam**

- Inform test schedule to IELTS test taker.
- Correct information of IELTS test taker.
- Help Exams staff in IELTS pre-test process.

**01/2017 - 07/2018**

**Teaching Assistant  
ILA Vietnam**

- Teaching Assistant for Teacher in class
- Course Administration
- Customer Care

## Contact

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## Education

**University of Finance and  
Marketing (2015-2020)**

- Bachelor Degree of  
Corporate Finance

## Skills

- Microsoft Office
- Teamwork
- Customer Service
- Interpersonal Skills