

LƯU HUỲNH DUY

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# **Objective**

With dynamism, enthusiasm and eagerness to learn, I believe that I will promote my strengths and contribute to the development of the business.

· Short-term:

With the spirit of curiosity, I believe that I will soon adapt to the new professional environment, become a true, enthusiastic employee and devote myself to the business.

Long-term:

Striving in the future to become a manager, deputy, ... at the department.

Self-training professional skills and being respected by colleagues and superiors.

## Skill

**English** 

Information technology

Working group



# **Education**

## HCM UNIVERSITY OF TEACHNOLOGY

AUG 2018 - DEC 2023

Major: Methods of teaching English

Bachelor of English Language



# Work experience

#### **MOMO E-WALLET**

September 2024 - December 2024

**Customer Service Executive** 

- Consulting, answering questions, providing instructions on use, and supporting customers about the company's products and services.
- Handle customer feedback and complaints during service use to bring customer satisfaction.
- Support Team Leader in tracking the number of tickets reflected on the system.

## TRANSCOSMOS VIETNAM CO., LTD

June 2022 - July 2024

#### APP SOCIAL MEDIA

- Position: Supporter
- + Support everyone to check cases.
- + Support team leader handles the team when TL leaves
- + Communicate team rules to everyone.
- + Support team leader to export data.
- + Coordinate with TL to develop plans to help the team develop.
- Moderate seller content by Tiktok Shop community policy.
- Manage a team of 30 people.

### Project TRAVELOKA

- Receive the call and navigate to the relevant department.
- Consulting, answering services about flights, hotels, and experiences.
- · Guide customers to use the service.
- · Emergency support for exceptional cases.
- · KPI: Level 2 in 3 working months.

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# **Certifications**

2019 Consolation prize for Hutech Translation Contest

2021 Japanese certification



# **Activities**

## **HUTECH VOLUNTEER CLUB**

JAN 2019 - APRIL 2021

## Volunteers

- · Collect the gifts and distribute to the homeless
- Participating in fundraising to support poor children in the northern mountainous provinces.
- Carry out volunteer trips to bring books and clothes to the highlands, participate in programs to clean the environment, repaint schools, volunteer to help build houses for poor households, etc.



Scholarship overcoming difficulties

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