Objective

I am currently looking for a full time position in an environment that offers a greater challenge, increased benefits for my family, and the opportunity to help the company advance efficiently and productively



Education -

INDUSTRIAL UNIVERSITY OF HCM CITY SEP 2011 - JUN 2015

Master of English

INDUSTRIAL UNIVERSITY OF HCM CITY SEP 2012 - DEC 2014

Chinese level C

HANOI NATIONAL UNIVERSITY OF EDUCATION

JUN 2015 - SEP 2015

Teaching specialist certificate



AUSTRALIA-VIETNAM SCHOOL OF ENGLISH

MAR 2014 - MAY 2015

Teaching Assistant

- -Working alongside teachers to support learning activities
- -Helping to plan lessons and prepare teaching materials
- -Acting as a specialist assistant for particular subjects
- -Leading classes under the direction of the teacher
- -Supervising other support staff

VIETNAM-AMERICA STAR ENGLISH CENTER

SEP 2015 - FEB 2016

Teacher

- -Advising student on career issues.
- -Organising and delivering classroom lectures to students.
- -Evaluating a students' class work and assignments.
- -Preparing classroom and coursework materials, homework assignments, and handouts.
- -Recording and maintain accurate student attendance records and grades.
- -Classroom management.
- -Developing English lesson plans in line with the National Curriculum.
- -Maintaining discipline in the classroom.
- -Creating a vibrant teaching atmosphere.

AMERICAN INTERNATIONAL SCHOOL

MAR 2015 - TODAY

Teacher

- -Advising student on career issues.
- -Organising and delivering classroom lectures to students.
- -Evaluating a students' class work and assignments.
- -Preparing classroom and coursework materials, homework assignments, and handouts.
- -Recording and maintain accurate student attendance records and grades.
- -Classroom management.
- -Developing English lesson plans in line with the National Curriculum.
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- -Creating a vibrant teaching atmosphere.



- 22/06/1993
- Female
- 01649816835
- □ tranvongoc226@gmail.com
- Hung Ngan garden, TCH 21,
 Tan Chanh Hiep ward, District
 Ho Chi Minh City

SKILLS -

Team-work

Advance English skills

Leadership skills.

Presentation skills

Computer skills – MS Word, Excel, Power Point and Outlook

INTERESTS

- Reading books
- Singing
- Taking photos
- Travelling and doing charity works
- Cooking

Director Assistant

- -Check document received and deliver for customers
- Administrative tasks
- -Translate the record from Vietnamese into English and contrast
- -Contact directly with partners in US and Hong Kong.
- -Monthly and quarterly reports accordingly.
- -General administrative and clerical support.
- -Prepare letters and documents.
- -Handle stationary and sundry for office and operation team.
- -Receive, sort mail and deliveries.
- -Maintain appointment diary either manually or electronically
- -General administrative and clerical support.

WELDCOM INDUSTRY., JSC

APRIL 2016 - TODAY

Business Assistant

- -Deal directly with customers either by telephone, electronically or face to face
- -Respond promptly to customer inquiries
- -Handle and resolve customer complaints
- -Obtain and evaluate all relevant information to handle product and service inquiries
- -Provide pricing and delivery information
- -Perform customer verifications
- -Set up new customer accounts
- -Process orders, forms, applications and requests
- -Organize workflow to meet customer timeframes
- -Direct requests and unresolved issues to the designated resource
- -Manage customers' accounts
- -Keep records of customer interactions and transactions
- -Record details of inquiries, comments and complaints
- -Record details of actions taken
- -Prepare and distribute customer activity reports
- -Maintain customer databases
- -Manage administration
- -Communicate and coordinate with internal departments
- -Follow up on customer interactions
- -Provide feedback on the efficiency of the customer service process
- -Prepare event agenda for company: year end party, company trip...
- Be a Master of Ceremoney



Additional Information

- -Creative
- -Detail-oriented
- -Determined
- -Motivated
- -Well-organized
- -Hard-working



Mr.Truong Sa Nguyen

Lecturer

Tel: 0985.995.934

Mr.Le Hong Thang

Sale Manager

Tel: 0932.747.606