

Curriculum Vitae



A. Personal Information

Full name: **NGUYỄN THỊ KIM YẾN**
Date of birth: 25-04-1988
Place of birth: Hồ Chí Minh City
Gender: Female
Address: 211/12A Hoang Hoa Tham, Ward 5, Phu Nhuan Dist.,
HCMC Phone: 0167 600 6387
E-mail: nguyenthikimyen25@gmail.com

B. Objective:

To get a new stable but challenging career in an active and international working environment to constantly improve personal skills as well as to have an opportunity for applying experience.

C. Skills and Experience

1. Education Background

2006 – 2010:

University of Social Sciences and Humanities (USSH-HCMC)

Department of English linguistics and literature

Bachelor Degree in Translation & Interpretation

Training courses:

Human Resource Executive (ASK Center – Economy University)

Customer Service (Talent Link)

2. Career

Full-time :

2014-present: Customer Service Executive at Avery Dennison Vietnam

2012 – 2014: General Director's Assistant at Bowker Garment Factory (Binh Duong)

2010 – 2012: School Administrator cum TA at Kinderworld International Kindergarten (HCMC)

Part-time:

2014: English Teacher at Anh Viet English Center (Binh Duong)

2009-2011: Teaching Assistant at VUS Center

3. Working Experience

Avery Dennison RBIS Vietnam (Binh Duong)

Customer Service Executive

Responsibilities:

- ❖ Response and ensure the customer enquiries and requests are addressed in a timely manner via emails/phones. Process orders and follow up to the delivery. Keep customers regularly updated on the progress of their orders.
- ❖ Liaison well with internal teams for a successful order process. Cooperate with production to ensure clear information being sent to production along with the factory sheets. Liaison with Sale teams to ensure all price quotes being sent correctly; avoid different information being given to customers. Communicate with shipping/im-ex team for making a smooth delivery.

- ❖ Handle customer complaints. Liaison with Total Quality team and other relating departments for timely resolving customers' complaints. Effective communicate with customers to minimize the cost in case of garment charge.
- ❖ Be active and take fast action for any unexpected problems may happen at any stages of order progress to ensure on time delivery.
- ❖ Follow up SOP, process, procedure; Propose and recommend the change or improvement when seeing any ineffective way to do things and causing the delay or failures of service.

Achievements:

- ❖ Have good team spirit; be willing to back up for other members on leaves
- ❖ Gain strong negotiation, communication and interpersonal relationship skills
- ❖ Work individually and response for any decision taken. Get strong ability to work under pressure
- ❖ Improve good problem solving skills and proactive action
- ❖ Gain excited experience working in systematical operation processes and organizational working skills on emails.
- ❖ Get Google Drive as an effective tools for team-work
- ❖ Especially get an OE (Over expectation) evaluation for the first 6-month working

Bowker Garment Factory (Adidas Apparel Supplier, Binh Duong)

General Director's Assistant

Responsibilities:

- ❖ Publicize the standards and procedures of production-related departments by building visible standard processes for all departments to follow to ensure the implementation of a professional work flow.
- ❖ Monitor the sustainability project by following up with new improvement ideas to ensure their appropriate functions to production
- ❖ Cultivate company culture which helps the employees acknowledge the good & not good-to-do by designing posters and do the presentations
- ❖ Organize internal campaigns & monthly talking for employees to let them have an opportunity to communicate with the BOD as well as get the knowledge of other fields like medical care.
- ❖ Make and implement decoration plans for some occasional events such as Tet, Christmas within approval budget
- ❖ Support SEA/Admin team for maintaining a standard working environment to meet customers' requirements; cooperate with others departments to maintain a clean and safe working place for any random audit.
- ❖ Be the supervisor of Elastic Assembly department (3 employees); maintain a good work flow to ensure the adequate quantity supplied to production; report monthly the output for salary calculation
- ❖ Cooperate with Accounting for making salary calculation of Cutting Department based on the daily output and employees' performances
- ❖ Contact suppliers for quotations, samples in purchasing some technical machines or supporting items
- ❖ Other tasks requested by General Director

Achievements:

- ❖ Be proactive in foreseen the possibility to improve productivity
- ❖ Have ability to get a cohesive relations among departments to get their co-operations
- ❖ Have ability to manage a team for effective work
- ❖ Be able to negotiate with suppliers
- ❖ Maintain positive thinking with challenges
- ❖ Be professional in finishing tasks

Kinderworld International Kindergarten (Kinderworld Group)

School Administrator cum TA

- ❖ Response to enrolment enquiries with clear and professional consults for parents' right choices
- ❖ Arrange appointments between parents and School Manager /Principal (if requested) for further discussion related to enrolments
- ❖ Support Office Manager (OM) to handle complaints with company standard (International School)
- ❖ Manage and make records of students' files and attendance. Keep in touch with parents to maintain a safe status for students when being at school, especially in cases of sick leave or epidemic diseases
- ❖ Keep updating company profile and procedures as well as new announcement form the Management to parents
- ❖ Response for the decoration of the front desk as well as notice boards. Always make a new and beautiful look in the theme of occasional holidays/events (Christmas, Halloween, Tet, etc.)
- ❖ Support in teaching in any urgent cases of teachers taking off by arranging the substitution or can be in class for the replacement.
- ❖ Assist OM in preparing quarterly invoice and CPR (Children Process Report) to parents
- ❖ Accompany with OM to supervise supporting staff (Janitors, Maintenance, Security guard) to ensure an active and teamwork environment among teachers/staff
- ❖ Support OM to organize some events/entertainment for kids like Mid-Autumn Lion Dance, Christmas Charity Fair, Year End Concert, etc.
- ❖ Support Principal to make and deliver monthly newsletters to parents
- ❖ Other tasks requested by OM and Principal

Achievements:

- ❖ Be able to work in team as well as individually in a professional environment.
- ❖ Improve soft skills in dealing with problems and complaints
- ❖ Think independently
- ❖ Self-motivated in the spirit teamwork
- ❖ Have ability to do the art & craft tasks

D. Other Skills

- ❖ English language: Intermediate level, both written and spoken
- ❖ Computer: MS Office (Word, Excel, PowerPoint...), Picasa, Teamviewer, CorelDraw, Oracle, Google Apps
- ❖ Characteristics: Be confident, hard-working, responsible, fast-learned, have teamwork spirit or work independently; be easily-adapted to new environment, willing to face challenges
- ❖ Good communication & presentation skills
- ❖ Have good view of arts like design and entertainment

E. Activities

- ❖ Attended some charity events as a volunteer (Mai Tâm Orphanage, Helping Hands Saigon, Terry fox Run)
- ❖ Joined in the team of Live My Dream projects for difficult children
- ❖ Visited and ran the fundraising for children in Can Gio