

# Nguyet

## Le Thi



Email: nguyetlt07@gmail.com

### HARD SKILLS

- Financial Knowledge
- Logic thinking
- Troubleshooting

### SOFT SKILLS

- Responsibility
- Detail-Oriented
- Time management
- Creativity
- Decision making
- Communication

### LANGUAGES

- Vietnamese: Native
- English: B2
- German: A2

### PERSONAL PROFILE

I believe that the way you treat your customer is sometimes more important than the actual product. Because of that, since I got my first job, I have always tried to support my customers and bring them the highest possible satisfaction. In the end, all of our modern equipment might change the hand-work of people, but quality customer service is still so important and will stay vital for as long as we live.

### ACADEMIC BACKGROUND

National Economics University (NEU), Hanoi

Bachelor of Planning

As my significant deals with business planning, I have cultivated logical thinking early on and adopted the ability to plan and arrange work in order of priority. Throughout my studies, I have found a deep passion for human resources and customer services and decided to try my hand in this area. Also, as an Economics student, I started on my own with stocks as a personal investment.

### JOB EXPERIENCE

#### • T2 Customer Support (English/Vietnamese)

10/2021 - now ModSquad

- Web and Social Message Support for Spotify
- Identifies customer requests and provides information/solutions to result in the case.
- Perform support requests based on company guidelines and experiments that are allowed.
- Help new colleagues learn the work, answer their questions, and make the shadow session to give them advice on their performance.
- Experience with supporting many customers at the same time
- Worked with multiple customer support tools/working tools such as LivePerson, slack, deputy, and okta,...

#### • Customer Relationship Specialist

05/2021 - 7/2021 Maritime Commercial Joint Stock Bank

- Selling multiple services and products like bank accounts, bonds, insurance plans, loans, and more.
- Customer Support via Phone/Email/Message.
- Manage Outbound/inbound call
- Managing brand content on Social Media channels

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## L e T h i



- *Collaborator*

07/2020 - 02/2021 Maritime Commercial Joint Stock Bank

- Installing multiple Social Media channels to grow the reach and service of our branch
- Surveying customer satisfaction
- Manage Outbound/inbound call
- Providing support in numerous other tasks like writing, accounting, and Google Analytics

- *Sales Representative*

06/2020 - 05/2021 Manulife Vietnam Insurance Co.Ltd

- Customer service via phone, email, and chat
- Selling insurance packages and plans to customers
- Online & offline marketing

- *Customer Relationship Specialist*

07/2019 - 04/2020 B-RISE Business Solutions Ltd.

- Creating media plans and marketing strategies for new products
- Copywriting
- Social Media Management
- Outbound call/message sales