TRẦN TRỌNG VŨ SƠN

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🎓 EDUCATION

VTI ACADEMY   **2021 - PRESENT**
Manual Tester

Basic Knowledge About:

- **Software Development Lifecycle**
- **Different Test Levels**
- **Test Types and Techniques**
- **Test Case Writing**
- **Defect Management**

HANOI UNIVERSITY OF BUSINESS AND TECHNOLOGY   **2015 - 2019**
Bachelor Of English Language

Business English Major

TOEIC - 890   **2019**

💼 JOB EXPERIENCE

SWEQUITY ULTIMATE FITNESS   **02/2021 - 7/2021**
Quality Control Executive

- Responsible for the high-performance standard of all the company's employees.

- Managing each representative quality control manager in a separate part of the company's branches.

- Handling customers complaints and multiple other customer service tasks at the end of each month.

QUARTER HOSTEL   **04/2017 - 11/2017**
CUSTOMER SERVICE STAFF

1. Being responsible for checking in/out processes of the hostel

2. Doing regular, day to day reports to the supervisor.

3. Completing the sales target for additional products of the hostel.

THANH BAO YOGA AND HEALTH   **06/2019 - 01/2020**
CUSTOMER SERVICE STAFF

1. Managing customers data and documentation.

2. Completing my daily teleselling target to meet the requirement of the supervisor.

3. Getting to participate in direct walk-in selling to help the customers finding thesuitable products that fit their needs.