



(Ms) HO THI THUY DUONG



Sep 14, 1995



Vietnamese



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Ward, District 1, Ho Chi Minh Ciy.



An Giang



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CAREER OBJECTIVE

- Seeking to build a long-term career in the pharmaceutical environment.
- Finding new challenging and suitable position that offers opportunities for career development and advancement.

SKILLS

- Good skills of MS Office: **Word/Excel/Power Point**
- Organization and problem solving.
- Perseverance and motivation.
- Pay high attention to detail and accurate.
- Able to work independently and within a team to drive results.
- Having an inquiring mind, ability to fast knowledge acquisition.
- **Soft skills such as communication and explaining clearly to members of the public.**

EDUCATION

Sep 2013 – Nov 2016

<i>Institute</i>	University of Medicine and Pharmacy, HCMC
<i>Faculty</i>	Pharmacy
<i>Level</i>	Associate Pharmacist
<i>Major</i>	Manage and provide the drug usage
<i>Graduation Quality</i>	Average good (GPA: 6.70)

LANGUAGES

Vietnamese	Native language
English	Limited professional competence

STRENGTHS

- **Strong responsible** • Methodical • Positive work attitude
- Open Minded • Customer-Centric • Leading oneself
- Leading others • Committed • Straightforward • Pragmatic
- **Entrepreneurial**

PERSONALITY

- Cautious • Patient • Optimistic • Sociable
- Passionate • Industrious • Integrity • Reliable

INTERESTS

- Reading • Coffee • Play Chess • Gym • Make Up
- Voluntary Work

REFERENCES

Available on request

WORK EXPERIENCES

DKSH Vietnam Co., Ltd

Apr 2018 – Now

Specialist, Marketing and Promotion Support

Duties:

- Implement and assist in Contract Activities for Services of Trade Department related to Medicine/Consumer Goods to ensure consistency and legality in commercial and pricing policy in compliance with the law and corporate regulations (In charge 32 clients – Companies and Brands in pharmaceutical industry).
- Consult Client/Supplier/Agency on any request related to given campaign.
- Provide timely to follow up and work with internal Department during the contract lifetime as required.
- Apply commercial acumen to highlight and mitigate commercial risks relate to customer's contract.
- Cooperate and collaborate closely with BU Controlling/ Financial Analysis/ Supply Chain/ Legal/ Client Management or related department to ensure appropriate, timely and successful when the contract is made.
- Participate in upcoming workshop from DKSH to regularly updated new regulations – going through the Decree 54/2017/ND-CP, Decree 81/2018/ND-CP, Commercial Law. Maintain comprehension in managing contract team to get the efficiency.
- Attend and where necessary, facilitate meetings of relevant Dept. when required on allocated customer contracts. Encompasses ownership of communications with internal stakeholders.
- Assist the Customer & Trade Administration on how to build and run the customer contract management team efficiently.
- Engage and partner with legal entities and other parties as required to coordinate activities amongst different groups to ensure deliverables are met.
- Proficiencies in using diverse supporting tool as SAP/Lotus Notes/Added Value to ensure trade campaign and bonus payment set up accurately on the system according to the contract.
- Maintain and increase the score of client satisfaction survey versus previous year.
- Act as a mentor to guide the newcomer regarding to working process and execution, coaching subordinate.
- Monthly operation report to line manager of Promotion/Contract Activities and giving feedback, brainstorming in creating action plan for improving Contract Team.
- Assist in all others duties/projects as instructed by Manager.

ABBOTT LABORATORIES Vietnam

Oct 2017 – Apr 2018

Customer Care Executive

Duties:

- Receive calls from customers for ordering and transfer to related division.
- Respond promptly queries from customers. Handle customer complaints, provide appropriate solutions and alternatives within the time limits and follow up the results. Ensure customer satisfaction and professional support.
- Maintain quality data in key customer database. Keep records of customer interactions, process customer accounts and file documents.
- Make calls for telemarketing and telesales to potential customers to introduce products, promotion programs and get orders every day. Assist with placement of orders, refunds, or exchanges.
- Make calls to customers for celebrating birthday, grand opening...
- Directly update customer's information to system.
- Follow communication procedures, guidelines and policies.
- Other tasks as assigned by supervisors.
- Weekly & monthly reports.
- Regularly attend the mandatory training course offered by the company to build up skills for proficiencies and update product knowledge to provide accurate, valid and complete information to customers.

Mar 2017 – Oct 2017

Medical Representative ETC

Duties:

- Approach the clinic doctors to introduce products in assigned territories. Develop potential customers.
- Build up good relationship with doctors, ensure the covering and frequency of visits.
- Continuing improve the updated of product and medical knowledge to provide product features, advantages and benefits for customers.
- Collecting feedbacks on products from market, competitor activities, including doctor's comments to report periodically.
- Creating and managing customers database system by using computer software.
- Implement the marketing strategy, participate in the professional training courses on a regular basic.