



CUSTOMER SERVICE COLLABORATOR

# Do Lan Chi

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Hanoi, Vietnam

## WORK EXPERIENCE

### **LAT** ● Collaborator

2021 - 2022

- Search for products released on Amazon and write product reviews in English

Achievements and skills gained:

- Be assessed positively by the leader: active, extremely adaptable...
- Improve English Reading and Writing skills.

### **Cara Design** ● Sales executive

12/2022 - 03/2023

- Contact, introduce to customers company's products as well as give advice on their choice
- Participate in developing customer care policies and develop relationships with customers.

Achievements and skills gained:

- Good communication skills, good negotiation
- Possess high sense of responsibility, able to work under pressure

### **A&U English Center** ● Teaching Assistant

3/2023 - 8/2023

- Support foreign teachers and students in classes
- Prepare and get the Homework scored, and report academic results as well as the learning process to students' parents

Achievements and skills gained:

- Observe, learn and catch foreigners' taste well.
- Upgrade English Communication and Teamworking Skills.

## CERTIFICATIONS

**2021:** IELTS 6.5

## EDUCATION

### **Foreign Trade university**

2021 - 2025

Major: Faculty of Business English  
Undergraduate

## ACTIVITIES

### **FPT Global Education**

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Buddy

- Support Japanese students learning English
- Share English learning experiences and exchange culture characteristics between Japan and VietNam

### **GPA Summer Camp**

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Escort staff

- Follow and support attendants of the competition
- Communicate, instruct attendants totally in English
- Ensure the safety of attendants

## SKILLS

**Language:** English, Chinese

### **Soft skills:**

- Being able to communicate in English fluently
- Knowing basic communication in Chinese
- Team-working
- Time management
- Problem-solving