

# ***PHAN QUOC CUONG***

Location: Nha Trang, Vietnam | Willing to relocate

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## ***PROFESSIONAL SUMMARY***

A detail-oriented and driven professional with expertise in customer care, sales, technical support, and project management. Skilled communicator, quick learner, and strategic thinker with experience in building customer relationships and assisting them in selecting suitable products and services. Actively seeking to expand the team and be responsible for the Vietnam region.

## ***KEY SKILLS***

- Clear Communication & Customer Care
- Sales & Sales Support
- Technical Support
- Project Management
- Quick Learner
- Leadership & Team Building

## ***WORK EXPERIENCE***

***Country Manager - Crypto Global United - CGU.io, Nha Trang, Vietnam (Sept 2021 - Feb 2023)***

- Monitor performance at all levels and schedule training as required to ensure quality customer support and service
- Recruit, vet, and train all new hires to maintain a high-performing team
- Build professional relationships with staff and clients to ensure customer satisfaction and loyalty
- Research the country or region thoroughly and adapt strategies accordingly to improve business growth
- Collaborate with the marketing team to expand the business through targeted campaigns and initiatives

***Community Manager - Mydefipet.com, Nha Trang, Vietnam (Sep 2021 - Aug 2022)***

- Organized various community-building initiatives to cultivate and grow participation in community forums and social media
- Developed guidelines across the regional office to ensure consistent communication and branding
- Managed various social media accounts, including Telegram and Facebook Fanpage, and responded to customer inquiries and concerns
- Monitored social media accounts for feedback and identified opportunities to improve customer satisfaction and loyalty

***Restaurant Manager - Thaifood Hyhy, Nha Trang, Vietnam (May 2020 - Jan 2021)***

- Hired, trained, and coached staff members on customer service skills, food and beverage knowledge, and restaurant operations
- Increased customer engagement on social media accounts by 50% through interactive promotions and contests
- Implemented inventory management and cost control strategies to improve profitability
- Maintained a clean and safe restaurant environment and complied with health and safety regulations

***SALES HORECA EXECUTIVE, Annam Professional, Nha Trang, Vietnam (Oct 2019 - Apr 2020)***

- Sold high-quality food and beverage products from the UK to restaurants, hotels, and resorts in Nha Trang market.
- Built and maintained strong relationships with existing and new clients, providing excellent customer service and promptly responding to their needs and requests.
- Conducted market research and identified potential customers and business opportunities
- Coordinated with the logistics and finance teams to ensure timely delivery and payment of products, resolving any issues or disputes that arose.
- Prepared and submitted regular sales reports, forecasting future sales and identifying areas for improvement in products, pricing, or service quality.
- Participated in industry events and conferences, promoting the company's brand and products and networking with potential partners and customers.

***Sales Executive - Vimo - JSC, Nha Trang, Vietnam (Sep 2018 - Oct 2019)***

- Successfully maintained relationships with over 100 business customers through regular visits, phone calls, and exceptional customer service.
- Achieved recognition as "Employer of the Year" for outstanding sales performance and dedication to customer satisfaction.
- Established and maintained business relations with new customers, generating new business and expanding the customer base.
- Ensured a high level of consumer satisfaction by building and maintaining good relationships with potential customers, providing professional and responsive support, and addressing customer needs and concerns promptly.
- Maintained up-to-date knowledge of products and services, industry trends, and competitors, utilizing this knowledge to provide informed advice and solutions to customers.
- Prepared and submitted sales reports, analyzed sales data, forecasted future sales, and identified areas for improvement.

### ***Tour Guide Freelancer - Onetrip.vn, Nha Trang, Vietnam (Nov 2018 - Sep 2019)***

- Greeted and developed itineraries based on tourists' interests and need to ensure a personalized and engaging experience
- Escorted tourists through famous destinations in the city and provided informative commentary
- Provided tourists with informative literature and answered any questions to the best of my ability to ensure customer satisfaction
- Managed the budget and logistics for each tour to ensure a seamless and enjoyable experience for customers

### ***EDUCATION***

Associate's Degree in Language (English) - University of Khanh Hoa, Sep 2015 - Jun 2018, GPA: 3.0

### ***ADDITIONAL SKILLS & EXPERIENCE***

- Completed certification in Harvard's CS50 online course on programming language with Python.
  - <https://cs50.harvard.edu/certificates/71fefce4-0a3b-4ce8-9c05-8b4863b04701>
- Developed several Python projects, including a gaming app, an English language learning app, and an image compression app.
  - <https://github.com/cuzzcuzz97>
- Developed a full-stack website, [ngheanreview.asia](https://ngheanreview.asia/), using Django and deployed it on a Linux server with PostgreSQL.
  - <https://ngheanreview.asia/>
- Currently learning Node.js and React.js for a new English learning app.
- Fluent in English with an IELTS score of 7.

### ***HOBBIES & INTERESTS***

Football, Music, Travel, Photography.

### ***SOFTWARE & PROGRAMMING LANGUAGES***

Microsoft Office, Google Sheets, Adobe Photoshop, Python, Django, SQL, HTML, CSS, JavaScript, React.js (in progress), Node.js.

### ***LANGUAGES***

English (Fluent), Vietnamese (Native Speaker).

If you have any questions or would like to discuss my qualifications further, please do not hesitate to contact me. Thank you for considering my application.