



Toan Tran

✉ [redacted]

☎ (090 [redacted])

📍 Thanhda, Binhthanh District, Ward 27, HCMC

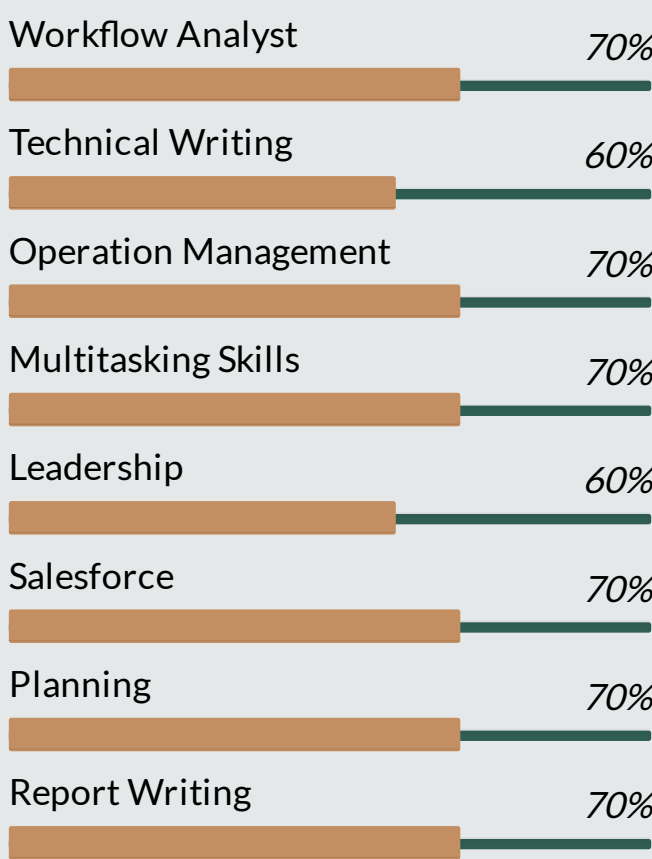
🌐 Vietnam

📅 Sep 21, 1990

👤 Single

in in/toan-tran [redacted]

PERSONAL SKILLS



LANGUAGES

English ★★☆☆

HOBBIES

- 🎤 Singing
- 🎧 Recording radio blog
- 🎬 Watching movies

SUMMARY

- Multi-tasking person - I always try to do everything in work although I don't know it before
- You can find many best human resources but It isn't easy for you to find a person who work wholeheartedly like me
- I am not really good at talk but I think I can do them

WORK EXPERIENCE

CS Manager / Business Analyst

Feb 2019 - Aug 2021

K-Group Company

📍 Hochiminh City, Vietnam

May 2021 - Present

Position: Business Analyst Manager

Taking part in analysis for new project under K-Group

- Taking overview orientation from BOD
- Brainstorming & defining business model, epic, user story, work flow, cash flow, acceptance criteria (business rules)..
- Writing BA documents for Developer Team

Feb 2020 - Present

Position: Customer Service Manager

Establishing Customer Service division for K-Group, include:

- Organizational structure
- Working procedure
- Human resource development

Operating CS for some projects under K-Group as Thegioitho, AZGo.

- Constructing processes, policies
- Working out CS plan for projects
- Administering overall CS activities to ensure the productivity (progress, quality)
- Evaluating and making decisions to improve the quality of CS

Supporting Product division in defining business rules for Thegioitho project

Oct 2019 - Feb 2019

Position: Senior Account Supervisor

Administering Marketing activities for some projects under K-Group

- Taking briefs, requirements from Head of each project for Marketing activities
- Brainstorming and making plan with Marketing team
- Presenting plan
- Keeping track work in progress of Marketing team

Feb 2019 - Oct 2019

Position: Marketing Team Leader

Making short-term Marketing action plan for Thegioitho project

Enforcing Marketing tasks as social page administering, Facebook ads, content producing...

Designing banners for social marketing

Co-founder

Jul 2017 - Dec 2018

PiPi Gift Shop

📍 Hochiminh City, Vietnam

Store activities administering

- Construct the working procedure
- Recruiting and training staffs
- Supervising and coordinating staffs to ensure the productivity
- Resolving all issues from operation
- Purchasing goods (from local market or 1688, Taobao)
- Checking AR

Co-founder

Sep 2014 - Jul 2017

📍 Hochiminh City, Vietnam

Managing operation activities for [redacted] project under A Dong Vi Na company

- Constructing processes, policies
- Recruiting and training staffs
- Administering overall activities (sales, fulfillment..) of head store to ensure the productivity
- Resolving all issues from operation
- Purchasing goods (just Thailand market)

Managing marketing activities for [redacted] project

- Making short-term Marketing action plan
- Supervising and coordinating staffs while enforcing marketing tasks (online & offline) to ensure the productivity
- Evaluating and suggest solutions to improve the performance

Multitasker

Jul 2008 - Sep 2014

A Dong Vi Na Computer Company

📍 Hochiminh City, Vietnam

Enforcing many tasks with different roles concurrently

- Marketing Assistant
- HR Assistant
- RMA Assistant
- Website Admin

EDUCATION

Accounting

Sep 2009 - Sep 2013

Industrial University Of HCMC

📍 Hochiminh City, Vietnam

MY TIME

