









# Nguyen Thi Thuy Anh

## Merchandiser

Take many years of experience in sales assistant, customer service and accounting knowledge. I want to look for advancement opportunities in these fields where I will dedicate my ability to contribute to the development of the company and also a place for me to have a sustainable career advancement.

### PROFILE

 16-09-1987  
   
   
 30- Hoa Long - Lai Thieu Thuan  
An - Binh Duong

### EDUCATION

**HO CHI MINH INDUSTRY AND  
TRADE COLLEGE**  
MAJOR: ACCOUNTING  
2008 - 2011  
Learn accounting knowledge  
about manufacturing  
businesses and practical  
accounting skills using Excel  
spreadsheets.

### SKILLS

**COMMUNICATION**  
Good communication skills,  
developed and accumulated  
over many years of working in  
customer service.

**ENGLISH**  
Working in a foreign company  
environment for many years. I  
have the ability to receive  
information and work by English  
well.

**COMPUTER**  
I am proficient in office software:  
word, excel, powerpoint.  
Especially the ability to work with  
excel spreadsheets is good. I have  
worked with global Oracle  
software for many years.

**TIME MANAGEMENT**  
Ability to divide and organize  
time to complete multiple tasks  
at the same time.

**TEAM WORK**  
Ability to work with diverse  
colleagues, share ideas, support  
and contribute to the overall  
goals of the department

**PROBLEM SOLVING**  
Ability to analyze situations, find  
solutions and make sound  
decisions.

WORK EXPERIENCE

Jan, 2021 - Sep, 2024

ANH NGUYEN TECHNICAL SERVICE LTD.,

CUSTOMER SERVICE MANAGER

- Price management: manage price list of all customers, make new price/ price adjustment and send the quotation to customers as the request from customers.
- Orders management: receive orders from customers and contact the factory for production planning, contact the warehouse to check inventory and schedule shipment.
- Release delivery notes, invoices by Misa system and contact carrier to arrange delivery.
- Sales contract management: update customer informations, requirements and agreement terms and draft sales contracts for both parties to sign, stamp, track and archive.
- Team management: divide the customer list to monitor each area, observe and evaluate the team's capacity and assign members to manage the appropriate customer list.
- Keep hotline and contact of current customers to follow up and meet all of their demands/requirements regarding: introduce services and products, complaint, testingreport...
- Make timekeeping and payroll for company employees.
- Make monthly sales report and cost report.

Jul, 2012 - Dec, 2020

SHERWIN-WILLIAMS (VIET NAM) LTD.,

\* SALES ADMIN

- Price management: manage price list of all customers, make new price/ price adjustment and send the quotation to customers as the request from customers or Sales Manager and enter the Oracle system.
- Support Sales Manager to control the overtime situation of the technical team and make timekeeping and payroll for the technical team.
- Support the Sales team to do monthly forecast demands of the customer.
- Follow up finishing process: make the finishing processes, ensuring all the finishing processes are tested and approved by R&D department before running production at customer sites.
- Follow up inventory and distribute equipments, tools and safety equipments for technicians.
- Check and summary the expenses incurred in the month of the team to submit for payment: costs for forwarder to pick up the goods, shipping costs, other costs...
- Make weekly/ monthly sales report send to Sales Manager.
- Updating ISO documentation for the Sales department.
- Manage company hotline: receive all hotline calls from customers to introduce products, consult prices, complaint, testingreport... and then send customer's requirements to Sales Manager or KeyAccount Manager.

### \* SENIOR CUSTOMER SERVICE

- Orders management: receive orders from customers and enter the Oracle system, contact the production department for production planning, contact the warehouse to check inventory and schedule shipment.
- Release delivery notes and invoices are forwarded to the warehouse and arranged to schedule delivery.
- Making customs declaration for import and export containers trading with Singapore and Malaysia and tracking vessel schedules for cargo containers.
- Price management: manage price list of all customers, update new price/adjusted price into the Oracle system as request from Sales department.
- Sales contract management: update customer informations, requirements and agreement terms from the Sales department and draft sales contracts for both parties to sign, stamp, track and archive.
- Receive and handle complaints from customers

Jun, 2011 - Jun, 2012

### TOA PAINT (VIET NAM) LTD.,

### CUSTOMER SERVICE STAFF

- Order management: Receive orders from distributor and enter the system, contact the warehouse to check inventory and schedule shipment.
- Release delivery notes and invoices are transferred to logistic for shipment.
- Receive and handle complaints from customers.

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## CERTIFICATIONS

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### 2020

Sale Practical

### 2011

English Communication

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## REFERENCES

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PHAN THI THANH TUYEN

Sales Manager

Sherwin - Williams (Viet Nam) Ltd.,

Email: [REDACTED]

Mobile: [REDACTED]

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## HONORS & AWARDS

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### 2013

Best Improvement Employee at Sherwin- Williams  
(Viet Nam)

### 2016

Best Employee of the Year Award at Sherwin-Williams  
(Viet Nam)