



TRINH PHUC HOANG TUAN

Nov 17, 1992

Male



223/5 Hoang Van Thu St., Phu Nhuan
Dist., Ho Chi Minh City

OBJECTIVE

Applying knowledges and experiences in the express delivery industry to help the Company grow strongly, expand its size and gain market share of express delivery industry in Vietnam

SKILLS

English skill	● ● ● ● ●
Human management	● ● ● ● ●
Logical thinking and creative	● ● ● ● ●
Public Speaking	● ● ● ● ●
Office	● ● ● ● ●

EDUCATION

Ho Chi Minh City University of Technology (HUTECH) ((Oct 2010 > May 2014)

Major: Finance and banking

WORK EXPERIENCE

J&T Express Vietnam - Ho Chi Minh Branch (Dec 2019 > Mar 2020)

Regional Manager

(as under described)

J&T Express Vietnam - Ho Chi Minh Branch (May 2019 > Nov 2019)

Operation Manager

- Managing the quality control staff, assigning work and instructing employees to control the cargo status in all post offices of branch to avoid inventory and losing goods at post offices.

- Checking and handling the quality reports of all post offices of the branch, assigning support staff, supervising the operation and manipulation of the post offices.

- Handling customer complaints and internal complaints of other areas.

- Managing training staff, assigning, directing and monitoring the training for new employees on the internal process of the company.

- Managing IT staff, directing and monitoring the implementation of timekeeping for post office workers across the branch

- Participating in building processes for the company.

- Meetings with the Board of Directors to provide strategic direction to the company in each specific period.

Achievements and skills gained:

Quality Control Skills; Human resource management; Strategic planning skills

J&T Express Vietnam - Ho Chi Minh Branch (Aug 2018 > May 2019)

Sales Manager

- Managing the quality control staff, assigning work and instructing employees to control the cargo status in all post offices of branch to avoid inventory and losing goods at post offices.

- Checking and handling the quality reports of all post offices of the branch, assigning support staff, supervising the operation and manipulation of the post offices.

- Handling customer complaints and internal complaints of other areas.

- Managing training staff, assigning, directing and monitoring the training for new employees on the internal process of the company.
- Managing IT staff, directing and monitoring the implementation of timekeeping for post office workers across the branch
- Participating in building processes for the company.
- Meetings with the Board of Directors to provide strategic direction to the company in each specific period.

Achievements and skills gained:

Quality Control Skills; Human resource management; Strategic planning skills

J&T Express Vietnam - Ho Chi Minh Branch (Mar 2018 > Jul 2018)

Regional Manager

- Expanding the business scale of the company, looking for locations to open new post offices, monitoring the business situation of the branch
- Finding customers who use the company's services
- Monitoring, taking care and planning strategies to approach potential customers
- Handling customer complaints.
- Control the debt collection of customers
- Taking part in building processes for the company.

Achievements and skills gained:

Customer access skills

Vietnam Post Corporation (Mar 2016 > Jan 2018)

Leader Shipper

- Classification of goods to be transported by region
- Divide operating area for each shipper
- Tracking and supporting dispatcher delivery in area
- Monitoring and taking care of VIP customers such as HSBC, VP Bank, VIB, [REDACTED] and skills gained: Coordination, management, and teamwork skills

Vietnam Post Corporation (Aug 2015 > Mar 2016)

Shipper

- Classification of goods to be transported by region
- Delivery of goods as assigned by superiors

Achievements and skills gained: Arranging goods according to the route to achieve the best efficiency at work