



TRẦN THANH THỦY NGÂN

Administrative Specialist



[Redacted phone number]



tranthanht

[Redacted email address]



351L La Xuan Oai, Thu Duc City, Ho Chi Minh, Vietnam

PERSONAL PROFILE

Gender : Female
Birthday : 29/02/1996
Marital status : Single
Nationality : Vietnamese
Country : Vietnam
Address : 351L La Xuan Oai, Thu Duc City, Ho Chi Minh, Vietnam

CAREER INFORMATION

Level : Experienced (Non - Manager)
Salary : 12,000,000 - 15,000,000 VND
Job type : Full time
Industry : Administrative / Clerical, Customer Service, Medical / Healthcare
Location : Ho Chi Minh

OBJECTIVES

I am a cheerful, sociable, and enthusiastic person. In terms of work, I am often rated as diligent, meticulous, responsible, and with a progressive attitude.

With the experience I have accumulated over 6 years of working, along with a constant willingness to learn, enhance my skills and knowledge, and seek development opportunities, I am confident that I will contribute and bring significant value to the company in the position I undertake.

Additionally, if given the chance, I am always ready to learn and further improve my skills, knowledge, and experience to become a professional in administrative and human resources management.

EXPERIENCE

Year(s) of Experiment: 6

Current Level: Experienced (Non - Manager)

06/2023 - 06/2024 : Administrative Specialist - VinBus Ecological Transport Service Co., Ltd - Full time

- Draft contracts and proposals;
- Present for signing and stamping;
- Create PR and PO in the SAP system and prepare payment documents for suppliers;
- Oversee building operations in the office area;
- Allocate, order, and manage uniforms and administrative supplies in the cyber system;
- Control administrative expenses for company-wide services and optimize costs;
- Manage company seals, store records, documents, and various licenses;
- Search for, compare quotes, and evaluate suppliers to prepare proposals for supplier selection;
- Manage, purchase, and distribute office supplies;
- Plan and schedule regular maintenance and repair of office equipment, and arrange repairs as needed;
- Monitor general cleanliness of the entire office;

- Prepare regular reports;
- Coordinate with departments to organize events such as year-end party, family day, international women's day, bus driver's day, jogging tournament,..;
- Book airline tickets and hotel rooms for executives on business trips;
- Oversee outsourced services such as cleaning, pest control, plant care, and technical support.

06/2021 - 06/2023 : Customer Service - VinBus Ecological Transport Service Co., Ltd - Full time

*** Managing the Customer Service Call Center Team:**

- Plan and implement recruitment efforts to ensure staffing levels for operations;
- Participate in direct interviews and select new and replacement positions;
- Develop monthly and quarterly training plans for employees, and conduct direct onboarding training for new employees;
- Organize internal communication activities and company and group cultural events;
- Implement and monitor quarterly KPI evaluations for employees;
- Manage timekeeping in the SAP HR system and schedule shifts for staff;
- Assist with inquiries related to employee benefits (company benefits, etc.);
- Organize regular team meetings;
- Train staff on customer service procedures and related tasks;
- Participate in management meetings to report on departmental activities and monthly plans;
- Plan and conduct customer satisfaction surveys on service quality each quarter;
- Control the budget;
- Manage procurement for the department according to procurement and payment processes, and liaise with suppliers;
- Prepare various reports, including daily, weekly, meeting reports, and incident reports for the management team.

*** Customer Service Call Center Agent:**

- Receive, respond to, and handle customer support requests via phone, email, Facebook messages, live chat, and software systems;
- Address customer complaints, assess and categorize the level of issues to handle directly or coordinate with relevant departments to find solutions, minimizing negative impacts on the company's image and ensuring prompt and effective resolution of customer requests;
- Conduct customer surveys on service quality, record feedback, and propose changes and improvements to enhance service quality and customer satisfaction;
- Identify typical issues during customer interactions and suggest timely corrective measures to mitigate risks.

01/2020 - 03/2021 : Customer Service - Vinhomes Joint Stock Company - Full time

- Work in the Building Management Office of the Urban Area;
- Staff the reception desk, addressing and resolving customer inquiries;
- Control the entry and exit of customers to ensure security and compliance with regulations;
- Coordinate with relevant departments to ensure customer satisfaction;
- Handle procedures related to customer issues;
- Receive, process, and respond to customer inquiries and complaints through direct channels, call center, and email;
- Perform administrative tasks for the department, such as scheduling shifts, organizing documents, and managing access card issuance.

03/2018 - 01/2020 : Healthcare Worker and Receptionist - Vinhomes Joint Stock Company - Full time

- Set up and daily management of the medical room area;
- Plan and purchase medical equipment and supplies;
- Provide first aid to customers experiencing health issues during exercise, swimming, or recreational activities in public areas;
- Monitor customer access to public facilities;
- Address and resolve customer inquiries regarding services in the area;
- Contact and find suppliers to set up public facility areas;
- Accompany relevant departments to inspect and approve public facility areas for use;
- Perform administrative tasks for the department, such as processing deposit refunds, payments to suppliers, scheduling shifts, assigning tasks, and purchasing tools and equipment for the department.

EDUCATION

Highest Degree Level: Intermediate
Completion date 07-2017
Intermediate - Phuong Nam Intermediate Ho Chi Minh city
Graduated with a Good
Degree Major in General Nursing

CAREER HIGHLIGHTS

Achieved the title of Advanced Employee for the years 2019, 2020, and 2023

SKILLS

- Team training
★★★★★
- English communication
★★★★★
- Independent work
★★★★★
- Customer services
★★★★★
- Hiring
★★★★★
- Handle complaints
★★★★★
- Customer Communication
★★★★★
- Office computer skills
★★★★★
- Persuasion and negotiation
★★★★★
- Office Administration
★★★★★

LANGUAGES

English - Intermediate