



HOA BUI (CINDY)

CONTACT

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PROFILE

I am Hoa Bui, a confident and friendly girl, who has experience in the field of customer service. I am seeking a full-time position, where I can apply my knowledge and skills for continuous improvement.

EXPERIENCE

SUPPORTER

5DESIRE | OCT2013 - NOW

- Receiving and solving all the customers' inquiries about the company's products
- Writing products' documentation and review
- Making contracts between clients and company
- Translating documents and articles
- Supporting other departments

ONE SERVICE AGENT | OPERATOR

FORTUNA HOTEL | SEP 2012 - MAY 2013

- Handling the incoming and outgoing calls, emails of the hotel
- Communicating with guests, clear up all the queries of guests about the hotel services in general
- Being the secretary in daily meetings of FO department: preparing documents, taking note and doing reports after the meetings

TOUR OPERATOR

COLUMBUS ADVENTURE TRAVEL | JUNE 2012 - AUG 2012

- Receiving and handling all the incoming calls and emails to the company
- Checking status and sell available rooms for customer
- Arranging transportation, accommodation and other requested extra services.
- Contacting other companies to make contracts and seek potential customers

EDUCATION

BACHELOR OF ENGLISH

HANOI UNIVERSITY | 2008 - 2012

GPA: 7.2

- **TRANSLATING:** 4 SEMESTERS OF TRANSLATING PRACTICE
 - LARGE VOCABULARY OF SEVERAL FIELDS, MAINLY ON BUSINESS, ECONOMY, SCIENCE, POLITICS AND SOCIETY...
 - GOOD ABILITY OF READING COMPREHENSION AND TRANSLATING FROM SOURCE LANGUAGE INTO THE TARGET LANGUAGE.
 - EXPERIENCES IN CONDUCTING SURVEYS AND CARRYING OUT RESEARCHES
 - ABILITY TO ANALYZE AND SYNTHESIZE THE REPORT AND OUTLINE FEASIBLE PLAN AS WELL AS MAKE SUGGESTIONS TO IMPROVE AND IMPLEMENT THE PROJECT, BRING IT TO PRACTICE.

- **• INTERPRETING: 4 SEMESTERS OF INTERPRETING PRACTICE**
- - FLUENT SPEAKING ENGLISH SKILL WITH NATURAL PRONUNCIATION AND INTONATION
- - GOOD PRESENTATION SKILL
- - ABILITY TO HANDLE THE PROBLEMS AND QUESTIONS DURING AND AFTER THE PRESENTATION
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- **• OTHER SKILLS:**
- - PROFICIENTLY COMPUTER SKILLS: WORD, POWERPOINT, EXCEL
- - GOOD COMMUNICATION SKILL: ABILITY TO HANDLE THE PROBLEMS AND WORK
- INDEPENDENTLY OR IN A GROUP/TEAM
- - GOOD ANALYTICAL SKILL AND REPORTING SKILL
- - SELF-STUDYING WITH INDEPENDENT AND CREATIVE THOUGHT

SKILLS

- | | |
|--------------------|---------------------|
| • Customer service | • Computer Software |
| • Written English | • Negotiation |
| • Spoken English | • Creativity |
| • Presentation | • Time Management |

INTEREST

- Reading
- Music