



Đào Phúc Chiêu Hoàng

03.03.1993

ABOUT ME

Three years of experience in the field of travel/ticketing/customer care, looking forward to develop myself and contribute to the organization with the following principles:

Accountability - Honesty - Dedication – Learning

CONTACT



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19 Street No.55, Van Minh residential area, An Phu Ward, Dist 2, HCMC

LANGUAGE

ENGLISH (IELTS 6.5)

SKILLS

MULTITASKING



COMPUTER



TEAMWORK



COMMUNICATING



PROBLEM SOLVING



GRAPHIC DESIGN (Ps, Ai)



EDUCATION

2011-2015

VIETNAM AVIATION ACADEMY
BA in Aviation Business Administration

2015

TAN CANG-STC
Export & Import Practices Certificate

2018

HUTECH
Certificate in completed Illustrator & Photoshop course

2016-2019

UNIVERSITY OF ECONOMICS HCMC
MBA in Business Administration



EXPERIENCE

06/2018-12/2018

DICHUNG
Customer Care/Sales Admin – Foreign Customers

- Process orders from individuals and OTAs (Online Travel Agencies).
 - Record and resolve customer issues using software systems and professional customer service techniques.
 - Cooperate with other departments such as Marketing, Sales, SRM... to delivery smooth service and expand customer network.
 - Develop and implement customer care campaigns in order to retain customers.
- Achievements:
- Excellent Employee of Quarter 3/2018.

HOBBIES



TRAVELLING



READING



PHOTOGRAPHY



DRAWING

10/2015-02/2018

HG TRAVEL

Sales Representative of DB Bahn

- Check email, receive customer's call, consult train tickets/rail passes.
- Expand business through different sales channels (travel agents, tour operators, GIT, FIT).
- Work with Marketing department to send monthly newsletters, promotions of packages and services of DB Bahn to the market.
- Responsible for making sales plan and reporting sales result periodically.

Achievements:

- Gained experience working with a vast majority of TAs, TOs like: Vietravel, Saigontourist, TransViet, Exotissimo...

08/2015-09/2015

DAI ICHI LIFE VIETNAM

Business Collaborator

- Invite customers to attend health care events held by Dai Ichi Life at rented conference locations (by phone and mail).
- Welcome guests, guide guests to the event at rented conference locations.
- Introduce company's Healthcare Program to customers in conjunction with the BlueCross Health Insurance Systems.

Skill learnt:

- Communicate with customers.
- Telesales skill.



REFERENCE

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