

NGUYEN MINH TUAN

Management Trainee

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ABOUT ME

- B2B/B2C Salesman with 3 years of experience in the retail and e-Logistics industry. Used to manage relationships with about 700 corporate clients
- Graduated from Foreign Trade University majoring in External Economics

WORK EXPERIENCES

- ACCOUNT MANAGEMENT INTERN
August 2022 - up to present | Lalamove
 - Take care of potential list of customers/clients ensuring weekly/monthly growth.
 - Build up/ Nourish relationships while learning customer needs and behaviors/insights. Creating new offers and executing regular campaigns to drive sales revenue.
 - Be a contact point to solve client's issues and deliver excellent experiences to clients
 - Detect partnership opportunities to increase revenue from existing clients by up-sell and cross-sell activities
 - Acquire new clients and convert them to Lalamove's clients
- ASSISTANT
March 2020 - February 2022 | Pwn Shop
 - Sales consulting : Consulting on products, shipping methods, payment, order tracking
 - Customer care : Collect data about customers, take care of customers after sales process, build relationships with customers

EDUCATION

2019 - 2023 | FOREIGN TRADE UNIVERSITY

Bachelor of External Economic

- Member of the organizing committee of FTU GUITAR CLUB
- Aptis General Certificate
 - British Council | 2019 - 2022
 - Overall CEFR Grade: C equivalent 6.5 IELTS
 - 181/200 Final Scale Score

ACHIEVEMENTS

August 2022 - up to present | Lalamove

- Achieved positive revenue growth in the first month of working
- Breaking the record of outbound lead orders by week in the second month (24 orders)
- Customer reviews with customer service are always at a good level