






NGUYỄN VÕ GIA KHẢI


CUSTOMER SERVICE TEAM LEADER


PROFILE

 29/10/1997

 Male

 0962715696

 khaibillbill@gmail.com

 Thu Duc District, HCMC

OBJECTIVE

High-performance customer relation supervisor with 4 years of experience in Vingroup. Strong skills include handling complains, project management, closing sales and communicating. Currently looking for an opportunity to become a manager in 5 years, contribute to company revenue growth.

SKILLS

Office softwares: Excel, Word, Powerpoint, Doc, Meet, Google Calendar

8/10

Handling customer complains

9/10

Managements

8/10

EDUCATION

UNIVERSITY OF TECHNOLOGY (HUTECH)

BUSINESS ADMINISTRATION

04/2015 - 10/2018

Degree classification: Good

WORK EXPERIENCE

VINMEC JSC (INTERNATIONAL HOSPITAL)

CUSTOMER RELATION SUPERVISOR

10/2020 - 1/2023

- Main responsibilities:

- Handling customer complains.
- Master of Call Center, Reception, Cashier.
- Building and training processes for staffs related to specialism.
- Coordinating with accountant/marketing department to create new policy.
- Coordinating with sale department register/terminate contract.
- Hold a monthly meeting to report the team's performance.
- Evaluate employees KPIs every quarter.
- Making plan & organize blood donation event yearly.
- Device Management: POS, Stationery, Printer, Software,...

- Scope of works:

- Manage a team of 20 people.
- Report to Customer Relation Manager & COO.

VINMEC JSC (INTERNATIONAL HOSPITAL)

CUSTOMER RELATION EXECUTIVE

10/2018 - 10/2020

- Main responsibilities:

- Call Center.
- Cashier.
- Reception.

- Scope of works:

English communication

8/10

Negotiation

8/10

Planning

7/10

CERTIFICATIONS

2018

Bachelor of Business
Administration - Hutech
University

2019

Ielts 5.0 - Oxford English

INTERESTS

Football
Reading
Jogging
Singing

HONORS & AWARDS

2021

Employee of the Year -
Vinmec JSC

- Report to Customer Relation Supervisor & Customer Relation Manager.

QLAND REAL ESTATE LTD

SALES STAFF

12/2017 - 10/2018

- Main responsibilities:

- Find potential customer via post advertisings on Real estate.
- Consult projects, manage customer data.
- Explaining contract and close sale to customer.

- Scope of works:

- Report to Sale Director.

GOLD SOLUTION LTD

SUPERVISOR OF STRONGBOW ADVERTISING

06/2017 - 12/2017

- Main responsibilities:

- Manage promotions to give gift for customers in Karaoke, Restaurants,...
- Manage Promotion Girls (take photo for report, control promotion program, support for owner).

- Scope of works:

- Report to Marketing manager.

ACTIVITIES

VINMEC JSC (INTERNATIONAL HOSPITAL)

CONTRIBUTING PERFORMANCES TO COMPANY EVENTS (SINGER)

2018 - 2022

VINMEC JSC (INTERNATIONAL HOSPITAL)

COMPLETED THE 10KM RACE EVENTS

2022 - 2022