

# TRAN BA THANH TRUNG

Year of Birth: 1985



## SKILL

Team work	★★★★
Leadership	★★★★☆
Motivation	★★★★
Analysis	★★★★☆
Management	★★★★☆

## Account Client Manager | 2017 - PRESENT

@ Young Media – Production House

- Manage project of company's customer.
- Develop trust relationships with a portfolio of major clients to ensure they do not turn to competitors.
- Serve as the link of communication between key partners and internal teams.
- Expand the relationships with existing partners by continuously proposing solutions that meet their objectives.
- Update market, competitor's information and propose according through action plan monthly, quarterly.
- Resolve all contract enforcement issues, Price negotiations.
- Building relationships with customers, Develop and expand existing customer cooperation, maintain and consolidate existing customer relationships.
- Recruiting new employees.
- Instruction and process training.

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## Online Operation Manager | 2017 - 2019

@ Thien Hy Digital - Digital Accessories – Business Owner

- Research, find and deal with suppliers.
- Product Purchasing.
- Manage the content team to build up content for every product onsite.
- Manage the overall appearance (pictures and information) for all the online stores (3 stores on Lazada, 2 stores on Shopee, 2 stores on Tiki, 1 store on Sendo).
- Set the weekly, monthly promotions for all the stores.
- Manage the operation team (chat with customers, collect orders, product picking, boxing, handling to shippers, follow up with orders' status until finishing, aftersales care and warranty).
- Competitors research on pricing and trending products to make relevant update for the store.
- All the stores get over 80% positive reviews so far.

## Property Management

Airbnb – Agoda – Booking

- Customer support.
- Setup and design apartment.
- Set the weekly, monthly promotions for all.
- Maintain 5-star rating.

I like technology, especially the convenience and automation, which help (to improve my performance and productivity) me to be more accurate and save time.

As an operation-oriented person, I like to arrange and handle things as neat and quick way as possible to meet deadlines.

**Interest**

Traveling | Football

## KEY CLIENTS

## Account Client Manager | 2013 - 2017 @ Comet Entertainment – Production House

- CJ VIETNAM
- TIKI
- LAZADA
- BLUE OCEAN ENTERTAINMENT
- BROTHER ENTERTAINMENT
- NT STUDIO
- ABC PICTURES
- LIÊN Ắ

- Manage project of company's customer.
- Develop trust relationships with a portfolio of major clients to ensure they do not turn to competitors.
- Serve as the link of communication between key partners and internal teams.
- Expand the relationships with existing partners by continuously proposing solutions that meet their objectives.
- Update market, competitor's information and propose according through action plan monthly, quarterly.
- Resolve all contract enforcement issues, Price negotiations.
- Building relationships with customers, Develop and expand existing customer

## EDUCATION From 2006 – 2016

Language: Intermediate English

## Products Executive | 2009 - 2013 @ Blue Ocean Entertainment – Event - Media

### OPEN UNIVERSIRY VIETNAM

Economic Law (Bachelor)

- Supervise the production unit to ensure the progress, quality and make timely adjustments.
- Research new technology.
- Create relationships, manage and negotiate with suppliers (Printing/ Sound/ light/ Led Screen/ Cold Smoke/ Flares) to ensure product quality and the best price for projections judgment.
- Combine work with creative departments and other departments to implement the project's timeline.

### KENT INTERNATIONAL COLLEGE

Business Administration (Diploma)

### CONSERVATORY HCM

Piano Major

### ICOM COLLEGE

Business Entertainment

## REFERENCE

CEO YOUNG MEDIA

Luu Trong Viet Anh | 0986668687

ART DIRECTOR HAKUHODO SAC

Le Dang Khoa | 0909907800

CEO BLUE OCEAN ENTERTAINMENT

A Cuong | 0944912266