



LÊ THỊ KIM NGÂN

Business Development

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Cư Xá Phú Lâm A, District 6, Ho Chi Minh, Vietnam

PERSONAL PROFILE

Gender : Female
Birthday : 07/06/1998
Marital status : Single
Nationality : Vietnamese
Country : Vietnam

OBJECTIVES

By integrating academic knowledge gained through education and practical implementation experiences through internships at the business, to be the foundation for application to work.

Improve foreign language skills to fulfill a company's foreign language requirement, as well as improve my level.

Maintain a good attitude in practicing and upgrading work skills.

Achieve targets, being an outstanding worker, increasing the organization's profitability, promotion of company's activities.

Have more possibilities to increase my income and financial autonomy, enjoy a balanced spiritual life.

SKILLS

Customer Service ★★★★★
Event Planning ★★★★★
Microsoft Office ★★★★★
Teamwork ★★★★★

LANGUAGES

English - Intermediate

CAREER INFORMATION

Level : Entry Level
Salary : 8,000,000 - 15,000,000 VND
Job type : Full time , Internships
Industry : Finance / Investment
Location : Ho Chi Minh

EXPERIENCE

Year(s) of Experience: 1

Current Level: Experienced (Non - Manager)

8/2020 - 10/2020 : Customer Service Officer - Cộng Hòa Garden Management - Savills Vietnam

- Welcoming and receiving requests from residents and customers with a professional, friendly and courteous style.
- Track apartment visitors.
- Assist visitors to contact the owner and guide them to the apartment.
- Receive inquiries, complaints, questions, opinions of residents and handle them according to professional process.
- Understand the rules and fees (building rules, housing law, fees such as management, backup fund....) to answer

questions from residents of the apartment

- Receive and transfer calls and messages to the right people.
- Management of residential records.
- Track construction progress, repair and related technical works,
- Monitoring the lobby, security and hygiene...

3/2020 - 6/2020 : Customer Relations Specialist - National Citizen Bank (NCB)

- Learn and practice the relevant profession,
- Search and mining customers,
- Support colleagues and superiors work at the Bank,
- Guide, customer care and other related operations,
- Learning, research products, the terms of the bank,
- Update accurate and truthful information to the customer and support team at work,
- Improve professional capabilities.

11/2018 - 1/2020 : Financial Advisor - Manulife Vietnam

- Search and mining customers,
- Consultants and elicitation insurance needs, guide customer signing the insurance contract,
- Guide, customer care and other related operations,
- Plan and support team in the business strategy,
- Learning, research, update accurate and truthful information to the customer, and support team at work,
- Improve counseling skills.

EDUCATION

Highest Degree Level: Bachelor

Completion date 9-2020

Bachelor - University of Finance and Marketing

Bachelor Degrees in Finance and Banking

- Team leaders at CLB Khởi Nghiệp (CEF - Club of Entrepreneur Future) - [10/2016 - 1/2020]
- Green summer volunteers at Ho Chi Minh city - [2017, 2018, 2019].

CAREER HIGHLIGHTS

Team leaders at CLB Khởi Nghiệp (CEF - Club of Entrepreneur Future)

- Sales Manager / Event Manager
- Implementation of the program to raise funds for the club.
- Participate in the organization of the seminar, contest ... for the students.
- Create an environment exchanges of soft skills (teamwork, planning, communication, ..)

Top 10 sales of opening Izi Mobile accounts of the National Citizen Bank in the South (05/2020)

May 5/2020, looking about 70 registered customers open bank accounts.

REFERENCES

Võ Thị Trúc Phương

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