



NGUYEN MINH HIEU

MERCHANDISER / SALES SUPPORT ASSISTANT

+84 902 868 912

"Attitude is everything"

02/06/1994

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Vietnamese

HoChiMinh, Vietnam

CAREER OBJECTIVE

Be one of Company's top employees.

EDUCATION

OCT/2012 - AUG/2016

UNIVERSITY OF FINANCE AND MARKETING (UFM)

BACHELOR OF INTERNATIONAL BUSINESS

GPA 2.73/4.0

Major in the following subjects:

- International Payment, International Trading Transactions, International Finance, International Investment, Commercial English, Supply Chain Management.
- International Trade Marketing, Global Business Strategy Management, Managing Investment Projects, Import and Export Business Analysis, International Market Research.

Achievements:

- 1/ Certificate of excellent studying in 2015-2016
 - Issued by the principal of the University of Finance and Marketing.
- 2/ Certificate of excellent association activities and student movement in 2013-2014
 - Issued by the University of Finance and Marketing Students' Association.
- 3/ Certificate of excellent association activities in 2013-2014
 - Issued by the dean of the faculty of commerce.

SKILL SUMMARY

- An organized and capable worker; skilled at imagining the big picture and analysing tasks to achieve in-time and give effective solutions.
- An enthusiastic and positive attitude in solving problems, able to evaluate a situation and be good at making a decision without asking for help.
- A strong team player; adept at supporting team members to accomplish personal and professional goals.
- A confident and concise communicator; a sense of responsibility in all given tasks.
- Native Vietnamese, proficient in English; able to work well under pressure.

EMPLOYMENT HISTORY

APR/2019 - APR/2020

EMERIO (MALAYSIA) SDN BHD (AN NTT COMMUNICATIONS COMPANY)

TECHNICAL HELPDESK ASSOCIATE (SHARED HELPDESK DEPARTMENT)

- Respond to 10+ calls by Cisco systems and 150+ emails or few chat requests daily received from the customer, reach customer satisfaction 100% for more than 5 different projects including Shindengen, Santen, ITSM (AM), Ewallet and Azbil.
- Provide technical support on operational or maintenance of personal computers, other products employ internal documents and available tools such as e360, OTRS system, etc.
- Use appropriate troubleshooting techniques by using the relevant FAQ's and tools to identify the defects and follow guidelines on dispatching onsite engineer, if the need arises.
- Appropriately log all calls accurately in the helpdesk database, ticketing system for proper customer management.
- Interact and work with employees from multinational countries like Japan, China, India, Singapore, Philippines, Thailand, etc.
- Coordinate with other colleagues and supervisors to ensure the issue resolved in time.

JUNE/2017 - MAR/2019

VIET-TIEN GARMENT CORPORATION (VIETNAM)

MERCHANDISER (TRADING EXPORT DEPARTMENT #1)

- Follow up the FOB contract of sportswear for Mitsubishi Corporation Fashion Co. Ltd under their brand name "Under Armour" and "Asics"; shirts contract for Marubeni Corporation.
- Contact current customers to get the technical documents and take the bulk orders (roughly 950,000+ pieces, achieving revenue of 10+ million USD in total for each year).
- Search and arrange meetings to start a business with new customers, develop samples as their requests and conduct initial quotations based on order amount.
- Handle customers' complaints and follow up with their inquiries.
- Deal with various suppliers such as YKK Fastening Products Sales INC, Avery Dennison Corporation, Little King Global Co., LTD, Tong Siang Co., LTD, Sankei Co., LTD, etc. to develop and order the accessories needed. Negotiate for the best price and organise the delivery date to follow correctly factory's production schedule.
- Keep track of all the shipments, coordinate with internal department and local or foreign forwarding agents to monitor the progress of each shipment from departure to arrival.
- Coordinate with the factory daily to ensure production quantity as production schedule.
- Make final quotation for each style and work with the internal accounting department to conduct payment for suppliers.
- Keep an eye on production and solving problems between factory, customer and internal departments until finished goods are completely exported to customer's destination.
- Consolidate customers' orders from other colleagues and record all in the internal management system every 2 weeks before deploying to the factory.
- Follow up customer's payment and submit weekly report to the manager.

Achievement:

- Obtain monthly sales target.
- Outstrip the yearly sales target for our team, hit revenue of 12+ million USD in 2018 (exceed 2+ million USD which is 20%).

OCT/2016 - APR/2017

DHL EXPRESS COMPANY LIMITED (VIETNAM)

CLASSIFICATION AGENT (OPERATIONS DEPARTMENT)

- Become an official employee after a 1-month internship (the internship should have lasted for 3 months).
- Declare and submit import-export customs declaration on the company system and the Ecus5-Vnaccs system, conduct about 200+ import shipments or 600+ export shipments daily.
- Provide CSA team technical advice and cooperate with them to handle customer's matters.
- Coordinate with other members to complete tasks for each working shift (day/noon/night).
- Support Clearance team about the Ecus5-Vnaccs system & send daily reports to the manager.



EXTRACURRICULAR ACTIVITY

APR/2015 - JUNE/2015

AIESEC FTU, HCMC

VOLUNTEER - HOMESTAY PROGRAM

- Support 1 Sri Lanka intern in finding a safe place to live by sharing the room for 2 months.
- Help 4 foreign interns adapt to Vietnam's living conditions and improve their experience.
- Become an ambassador who exchanges Vietnam's culture and history with foreign interns.

FEB/2014 - MAY/2014

UNIVERSITY OF FINANCE AND MARKETING (UFM)

MEDIA TEAM LEADER - "GOAL CLUB"

- The club is under the faculty of commerce (UFM).
- Organise a football tournament for both men and women with more than 10 classes.
- Cooperate and supervise 6 team members. Achieve 80% member satisfaction.
- Manage 1 fan page, build nearly 60 posts with design materials collected from team members. Achieve higher than 400 fan page likes during the tournament.
- Influence at least 150 attendees. Achieve revenue of 7.5 million VND and 70% attendee satisfaction.



REFERENCE

Available upon request.