






NGUYEN THI HONG THAM


Customer Service

 08/03/1995

 Female

 0976786541

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 No.5 A7 Alley 51, Nguyen Khoai street, HBT, Hanoi

 N/A

SUMMARY

- Graduated from Thang Long university with English bachelor degree.
- Internship as manager assistant in a Korean Professor Office.
- One and a half year customer services experiences in global IT company.
- Hard-working, ready to work overtime or under pressure to complete the tasks.
- Good communication and negotiation skills.
- Optimistic, responsible and gentle person.
- Passion for learning.

Favorite quote:

"We can't always choose the music life plays for us, but we can choose how we dance to it".

SKILLS

English



Windows



Office



ACADEMIC BACKGROUND

THANG LONG UNIVERSITY
MAJOR: ENGLISH LANGUAGE
GPA: 7.0/10

OCT 2013 - OCT 2017



WORK EXPERIENCES

TEK EXPERTS VIETNAM
Technical Support Engineer

JUNE 2018 - PRESENT

- Superior researching, problem solving and troubleshooting issue related to Windows Operation System.
- Pre-sale, introduce products/ services of Microsoft (Office 365/ OneDrive) to customer.
- Work independently and as a part of a team bringing in providing solution.
- Report to Team Manager (or Site Manager) weekly and monthly.

Recognition and Gains:

- Top performance of the Team in months. (Highest survey rate from customer.)
- "Customer Hero" Prize weekly. (Increase 95% help resolved customer's issue, complain and 100% customer satisfy with the provided services)
- "Fastest Runner" of April 2019.
- Create small sharing and reviewing session for team to motivate other members and make working more efficient.

CONSULTANT FOR HUP PROJECT (ODA PROJECT)

AUG 2017 - JAN 2018

Manager Assistant - Internship

- Handling incoming phone calls and other communications.
- Managing filing systems manually.
- Recording information, meeting minutes.
- Reporting work schedules to director daily.
- Preparing and updating documents: Work permit exemption, PIT exemption for specialist.
- Translating Vi-En and En-Vi documents.

Achievements and skills gained:

- Experienced in Office works.
- Improved Communication skills.
- Build relationships



ACTIVITIES

TEK ACADEMY
Trainee

FEB 2018 - MAR 2018

- Overview about Customer Service Field.
- Improve English language skills.
- Share individual targets and career path.
- Improve personal abilities.



CERTIFICATIONS

Microsoft Windows - Certificate Support Advocate (Internal Certificate)

27TH MAY, 2018

INTERESTS

- Music, Piano, Travelling.