****

**(Ms) HO THI THUY DUONG**

**** Sep 14, 1995Vietnamese

**** 07 Nguyen Binh Khiem, Ben Nghe Ward, District 1, Ho Chi Minh Ciy.

**** An Giang (+84) 944 39 3434

**** [**hoduong149@gmail.com**](mailto:hoduong149@gmail.com)

**CAREER OBJECTIVE**

* Seeking to build a long-term career in the pharmaceutical environment.
* Finding a challenging and suitable position with the great ambition that offers opportunities for career development and advancement.

**SKILLS**

* Good skills of MS Office: ***Word/Excel/Power Point***
* Organisation and problem solving.
* Perseverance and motivation.
* Pay high attention to detail and accurate.
* Able to work independently and within a team under pressure.
* Having an inquiring mind, ability to fast knowledge acquisition.
* Soft skills such as communication and explaining clearly to members of the public.

**WORK EXPERIENCES**

**Abbott Laboratories Vietnam**

Oct 2017 - Now

**Customer Care Executive**

* Receive calls from customers for ordering and transfer to related division.
* Respond promptly queries from customers. Handle customer complaints, provide appropriate solutions and alternatives within the time limits and follow up the results. Ensure customer satisfaction and professional support.
* Maintain quality data in key customer database. Keep records of customer interactions, process customer accounts and file documents.
* Make calls for telemarketing and telesales to potential customers to introduce products, promotion programs and get orders every day. Assist with placement of orders, refunds, or exchanges.
* Make calls to customers for celebrating birthday, grand opening…
* Directly update customer’s informations to system.
* Follow communication procedures, guidelines and policies.
* Other tasks as assigned by supervisors.
* Weekly & monthly reports.
* Regularly attend the mandatory training course offered by the company to build up skills for proficiencies and update product knowledge to provide accurate, valid and complete information to customers.

**Tu Phuong Pharmacy**

**Pharmacist** May 2017 – Oct 2017

**Duties:**

* Respond to patients’s symptoms, consult and advise on medicines for sale (non-prescription medicine), sickroom supplies and other products.
* Ensure that patients understand of how their medicines are to be taken in the safest and most effective way in the treatment of common and seasonal ailments
* Taking in, handing out and processing prescriptions and medication orders as per request.
* Monitor and record to daily temperature in all pharmacy areas, according to SOP. Ensure that all medications have been stored safely and securely.

|  |  |
| --- | --- |
| **Sep 2013 – Nov 2016**  **EDUCATION** | |
| *Institute* | **University of Medicine  and Pharmacy, HCMC** |
| *Faculty* | Pharmacy |
| *Level* | College |
| *Major* | Manage and provide  the drug usage |
| *Graduation Quality* | Average good  (GPA: 6.70) |
|  | |
| **Vietnamese** | **LANGUAGES**  Native language |
| **English** | Limited professional  competence |
| **REFERENCES** | |
| Available on request | |

**STRENGTHS**

• Time management • Responsible  
  
• Industrious • Integrity • Methodical

• Positive work attitude • Initiative

• Open Minded • Reliable

**PERSIONALITY**

• Cautious • Patient • Optimistic

• Proactive • Sociable  
  
**INTERESTS**

• Reading • Coffee• Play Chess   
• Gym• Make Up • Voluntary Work

* Maintain the cleanliness and adequately stocked working environment, including keeping the area in order.
* Using computer systems to process and maintain all patient information and records.
* Ability to handle phone call queries prompt and cautiously.
* Help people live healthier, encourage them to lead a healthy lifestyle.

**GLOMED PHARMACEUTICAL Co., Inc**

**Medical Representative ETC** Mar 2017 – May 2017

**Duties:**

* Approach the clinic doctors to introduce products in assigned territories. Develop potential customers.
* Build up good relationship with doctors, ensure the covering and frequency of visits.
* Continuing improve the updated of product and medical knowledge to provide product features, advantages and benefits for customers.
* Collecting feedbacks on products from market, competitor activities, including doctor’s comments to report periodically.
* Creating and managing customers database system by using computer software.
* Implement the marketing strategy, participate in the professional training courses on a regular basic.

**DONG KHANH MOON CAKE**

**Store Manager** August – October (2013 – 2016)

* Human resource and financial management, import and export goods.
* Engages customers by greeting them and offering assistance with products and services.
* Manage the bills of products weekly and monthly.
* Build up and develop good relationship with customers.
* Diliver products to other branching stores.
* Resolves customer issues

**CO.OP MART SUPERMARKETS**

**Selling home products (Pumpkin Jam)**

2 weeks of Lunar New Year (2012 – 2016)

* Manage and deliver products from house to Co.op Mart.
* Product marketing at Co.op Mart selling booths.
* Accountancy and Sale Control.