



# Nguyen Thi Ngoc Dieu

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**Gender:** Female

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## EDUCATION BACKGROUND

**2009 - 2013**

***Hanoi Foreign Trade University of Vietnam***

Major: International Business Administration

Degree classification: Good GPA: 3.16/4 (8.01/10)

**2006 - 2009**

**Bac Kien Xuong High school, Thai Binh province**

Degree classification: Excellent (8.7/10)

School award for excellent student.

## WORKING EXPERIENCE

**02/2016 - Present**



**Murata Electronics Vietnam- Customer support specialist**

- Co-operate with sales team to make quotation to customer.
- In charge of new part registration in system
- For all items customer is buying, follow up closely to ensure delivery as per customer request, informed timely to all related parties if there is any urgent item which cannot meet customer request.
- Solve all other customer inquiries.
- Follow up payment from customer.

**05/2015-01/2016**



**ABB Ltd- Logistics and order handling staff**

- Following the contract signed with customer to book PO to vendor, and follow up all arising matters to make sure deliver on time to customer.
- Working with forwarder to makes customs import for each shipment, solve all arising matters, instruct them about the delivery points.
- Working with Accounting department to issue VAT invoice to customer, prepare full set of documents as per customer request.
- Following up payment to vendor and collecting cash from customer
- Following up with Warranty and coordinating after-sales activities

03/2014- 05/2015



- Preparing weekly report of orders handled and submit to the team leader.

**Katolec Vietnam Co., Ltd- oversea purchasing staff**

- Co-operation with other buyers in the team to solve the issues of bonded warehouse in Hongkong and forwarder warehouse in Singapore, make total invoice for shipment shipped from warehouse to our factory.
- Co-operating with other sections: forwarders, Import-Export, Material Control section to get cargoes on time.
- Based on latest production plan, contact with suppliers to get materials for production.
- Contacting suppliers for quotation of new models or new parts of current models, negotiating the price or terms of delivery, payment.
- Solving all the problems related to suppliers in payment, defect, or claims from suppliers.

**ACTIVITIES**

2009

**National University Entrance Exam Support Campaign- volunteer**

2009-2010

**365 club- member**

- Participate team activities and fulfill all the tasks assigned.

**SKILLS**

**English**

**Good, able to apply for working environment**

- IELTS overall 6.5 (reading 8.0, speaking 6.0, listening 6.0, writing 5.5).
- TOEIC 745

**Computer**

**Microsoft Office(can work well with Excel)**

**Others**

- Translation ability
- Willing to learn new thing
- Ability to work under high pressure.