

Hoang Le Hoa

Hanoi, Vietnam

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OBJECTIVE

Achieve more knowledge and skill by working progressively to high management level.
Looking for a stable yet dynamic and motivating working environment to develop myself to the fullest.

EDUCATION

Foreign Trade University

Sep 2009 - May 2013

Major: Economics and International Bussiness

GPA: 8.59/10.0

WORK EXPERIENCE

Toll Global Forwarding (Vietnam) Co., Ltd – Hanoi Branch

May 2017 - Present

Operation Supervisor

- Supervising

Supervise the team handling import and export shipments, both airway and seaway, make sure of smooth and timely operation process following SOP and KAM team's instructions.

Final check documents and declarations, close files of the team, control master database, makes weekly and monthly reports.

Check KPI reports to ensure excellent performance and request improvement if necessary.

- Airfreight pricing

Check and negotiate air freight and service rates with local suppliers and oversea agents.

Update rate and space situation to Airfreight manager, update global tariff internally on monthly basis.

- Manager assistance

Make quotation, follow up and negotiate with local clients to secure free-hand shipments.

Support bidding process.

Maintain good rapport with local suppliers and oversea agents.

Vietrans

Dec 2015 - Apr 2017

Forwarding Coordinator

- Supervising

Lead a team handling import and export shipments, both airway and seaway.

- Client relation management

Take care of VIP clients to ensure high satisfactory and long-term commitment.

Being a primary contact point between the company and clients.

Negotiate terms and conditions with client to finalize contract.

- Director assistance

Sales activities following director's sales leads

Prepare bidding documents and follow up bidding process

Manage and coordinate with overseas agents/local vendors for sea/air freight pricing activities

Vietrans

Nov 2013 - Dec 2015

Forwarding cum Customer Service Staff

- Make documentation and declaration for import / export shipments

- Sea/air freight pricing with overseas agents & local vendors

- Support client with updated rates, schedule, new regulation, customs clearance requirement

- Make customs declarations and prepare documents for different kind of importing goods, i.e. automobile parts, food and beverage, medical devices, cosmetics, construction machines. Arrange trucking and timing delivery upon client's request.

- Apply for import license and quality control to support import procedure.

- Issue food quality standard. Apply for Certificate of Origin.

CERTIFICATIONS

TOEIC score 865/990 by IIG Vietnam	2013
IATA CAT 3 Distinction by IATA	2015

SKILLS

Language	English - Advanced level
MS office	Word, Excel, PowerPoint, Outlook: Advanced level
EDI	Good
VNACCS	Good
Management	Good
Interpersonal	Good
Teamwork	Good

INTERESTS

Yoga, books...

REFERENCES

Khanh Nguyen (Mr)
General Director - Vietrans
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Huong Nguyen (Ms)
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