

NGUYỄN THỊ NGỌC LỆ

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KŸ NĂNG

Analysing

Teamwork

Communication

Sales

Customer service

Problem Solving

Operation Excellence

Microsoft Office

English

SỞ THÍCH

- Pet Cafe
- Travel



UNIVERSITY OF ECONOMICS HO CHI MINH CITY

Major: Accounting



KERRY EXPRESS VIETNAM

05/2019 - 09/2019

10/2012 - 05/2016

Management Officier

- Analyze reports related to cost and revenue of company and provide solution for cost controlling
- Seek and provide solution for risk problems in operation system of company (Transport, Operation, HR system,...)
- Make PnL report for projects

SCOMMERCE 05/2019 - 09/2019

System Deployment Specialist

- Make metrics and dashboard for COD Project
- Planning promotion of topup to COD system. After promotion campaign, topup amount was increased by 50%
- Deploy and support COD System to more than 200 end-users

GHN EXPRESS 07/2018 - 05/2019

Project Operations Supervisor

- Monitoring daily operations of more than 1.500 CVSs (CVS is a convenience store, such as Circle K, Shop&Go, VinMart+, co-operating with GHN Express to receive and delivery) and optimize day-to-day activities
- Increase volume of CVS from 150 orders / day up to 2.000 orders / day
- Ensure ontime of CVS > 70% / month, and now up to 90%

GHN EXPRESS 06/2017 - 07/2018

Supervisor assistant

- Support supervisor in monitoring 7 stations' operation
- More than 95% of customers using GHN service in my work place rate 5 star for me



TAXGROUP 10/2015 - 10/2016

Vice Head of HR

- Recruit up to 100 new members for TaxGroup (TaxGroup is a Group of Students Studying Tax in UEH) and 70% of them still work in TaxGroup in next year
- Organize more than 10 big and small events in TaxGroup, especially Tax Knowledge in Business Competition attracting more than 500 students applying



Mai Quang Tien Head of Project Owner in GHN Express Tel: 0909.09.2432 Dang Van Cuong Both Teacher in UEH and Chairman of TaxGroup Tel: 0909.625.216