

**Tran Minh Thao Vy**  
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## ABOUT ME

- Possess a calm disposition when faced with challenging situations
- Able to calm irate customers and handle complaints in a professional and calm manner
- Well-honed communication and customer service skills
- TOEIC 685
- MOS (Excel and Word)
- Certificate of Human Resources

## SKILLS

### ENGLISH PROFICIENCY

SPEAKING



WRITING



LISTENING



READING



### PERSONAL SKILLS

COMMUNICATION



ORGANIZATION



TEAM PLAYER



COMPUTER SKILL



# TRAN MINH THAO VY

## (Wendy Tran)

**Summary:** Accomplished and gold-driven sales with almost a year in assessing competitive markets, well-established networks with long-term clients and cautious, responsible for all tasks. I always seek a challenging position that will enable me to capitalize on customer service skills with opportunities for personal and professional growth.

## EDUCATION

- **GIA DINH HIGH SCHOOL:** graduated (2014)
- **BACHELOR OF INTERNATIONAL TRADE**

(2014 – 2018)

Finance-Marketing University

- One of 4 students with excellent records in first year (2015)

## WORKING EXPERIENCE

### SHINHAN BANK

- Started working in October 2016 and ended in March 2017
- Part-time job
- Doing at sales agent:
- Convince clients to open credit cards at the bank
- Get targets per week
- Update promotions to clients
- Take care of the clients after opening credit cards.

### PETECH ENGINEERING CORPORATION

- Started working in December 2017 and ended in June 2018
- Full-time job
- Doing as administrative assistant:
  - Receiving and sending documents, letter, shipments.
  - Receiving incoming mails, out-going mails.
  - Prepare necessities for Office.
  - Recording for staff at the end of the month.
  - Recruiting new employees for the office
  - Preparing for the company event.
  - Working with suppliers to order goods.
  - Arranging printing and photocopy documents if required.
  - Building regulations and planning related to the use of assets and equipment of the company.

## **FUJI XEROX (VIET NAM)**

- Started working in July 2018
- Full-time job
- Doing as Service Admin and Work Controller :
  - Receiving incoming mails, out-going mails.
  - Prepare necessities for Office.
  - Make quotation for customers
  - Preparing for the company event.
  - Assign Customer Service Engineers onsite to solve customers' problems
  - Other duties as assigned.

## **EXTRACURRICULAR ACTIVITIES**

- Went to social house “Phan Sinh” at Bien Hoa city with 50 people in club in order to play the disabled children such as telling folk stories, cooking meal and so on. Moreover, we supported them much more money and old clothes to help them have a great and beautiful life without their parents
- Joined the advertisement of Ariel in 2015.
- Went to Canada in 2016 to take part in a volunteering activity.

## **CERTIFICATES AND AWARDS**

- I have had scholarship during studying at my university
- Reached over targets per month when I was working at the bank