



TRAN NGOC THAO TIEN

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Profile Summary: Tech-savvy and detail-oriented professional with 3 years of combined experience in export operations and sales analytics. Skilled in automation (VBA, Power Query) and data visualization (Power BI, Excel) to reduce reporting errors and improve efficiency. Strong supply chain knowledge with hands-on data reporting experience. Fast learner with a strong interest in analytics, aiming to grow into a Business Intelligence Analyst role to deliver data-driven insights that enhance decision-making and performance.

Career Objective: Motivated to grow in the Business Intelligence field by combining my operational background with a strong passion for data. While still strengthening my technical toolkit, I proactively learn and apply automation and visualization tools to turn data into actionable business insights.

KEY SKILLS & LANGUAGES

- **Data Analytics:** Power BI, Power Query, Excel (PivotTables, XLOOKUP, VBA), SQL (Basic – HackerRank Certified)
- **ERP & Tools:** SAP Business One, ERP K-System, Salesforce CRM, Microsoft Office
- **Supply Chain & Operations:** Export Operations, Documentation, Inventory Control, Shipment Tracking
- **Languages:** English – Professional (TOEIC 740, VSTEP B2), Chinese – Elementary (HSK4 273/300), Vietnamese – Native

PROFESSIONAL EXPERIENCE

Sales Administrator | Wilmar Marketing CLV (FMCG)

May 2025 – Present

- Collected, cleaned, and structured sales data from multiple sources using Power Query to support ELT workflows for performance analysis and executive reporting.
- Collaborated cross-functionally with Sales, Accounting and Planning teams to refine reporting logic.
- Implemented automation in sales reporting (daily to monthly) via VBA (macro recording + AI-assisted), reducing manual error checks.
- Improved report refresh speed and accuracy by optimizing Power Query workflows and eliminating redundant steps, cutting monthly prep time by 30%.

Sales Coordinator – Seasonal Contract | Juki Vietnam (Machinery Manufacturing)

Dec 2024 – May 2025

- Prepared and analyzed sales performance reports in Power BI, and communicated insights to regional management, supporting data-driven decision-making.
- Processed 10+ purchase orders monthly, managing export documentation and stock control.
- Maintained accurate records and tracked sales pipeline across 9+ agent accounts in Asia via Salesforce CRM.
- Coordinated logistics and warehouse teams to ensure on-time shipments and optimized stock allocation in SAP Business One.
- Collaborated with sales, credit, and logistics teams to improve workflow efficiency.

Export Operations | Suheung Vietnam (Pharmaceutical Manufacturing)

Jun 2022 – Apr 2024

- Managed 8 agent accounts across multiple regions, handling 20+ monthly orders in ERP K-System and maintaining smooth processing through regular communication with overseas partners.
- Ensured on-time deliveries by proactively monitoring shipment schedules and minimizing international delays.
- Collaborated with QA/QC and production teams to ensure accurate order fulfillment and compliance with quality standards.
- Optimized document management and order entry in ERP K-System, improving accuracy and reducing manual errors.
- Processed L/C payments and followed up on client payments to ensure timely collection.
- Created and maintained sales and inventory reports using Advanced Excel (PivotTables, Formulas).

ACADEMIC BACKGROUND

Master's in International Business | University of Economics Ho Chi Minh City (UEH)

Nov 2022 – Jul 2025

GPA: 8.42/10.00 (Distinction)

- **Research Thesis:** "The Impact of Social Capital and Innovation Collaboration on Supply Chain Agility and Integration."
- Conducted quantitative research with SmartPLS using 205 firm-level survey responses.

Bachelor's in Foreign Trade | University of Economics Ho Chi Minh City (UEH)

Aug 2018 – Jul 2022

GPA: 8.05/10.00 (Distinction)

CERTIFICATIONS

- Unilever Supply Chain Data Analyst – Coursera x Unilever (2024)
- Microsoft Power BI Data Analyst – Coursera x Microsoft (2024)
- SQL – HackerRank (2024)