



TRINH THI PHUONG

Education: Bachelor of Arts (Honours) in Banking and Finance

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Location: Hanoi, Vietnam

EXPERIENCE

Appraisal Officer, Head Office of Military Bank| Hanoi, Vietnam

April 2021- Present

- Appraise customer's credit loan application by verifying the information in the customer's profile and reality, checking the authenticity and legitimacy of the application. Thereby determining the level of risk if granting credit to customers. Performing well the tasks of the credit appraisal staff will contribute to the development of policies in managing customers' credit risks for the bank.
- Appraise and consider the value of assets including movable property (machines, equipment, means of transport, etc.) and real estate (ownership of houses, land, construction works...) for the purpose of granting credit, dealing with debts, purchasing assets, etc.
- Carry out surveys, collect market data, and appraise assigned assets. Research, synthesize information and analyze market movements.
- Conduct surveys, collect and update information on local market land prices through different sources of information: newspapers, online newspapers, the internet, real estate agents/individuals.

Assistant Relationship Manager

Military Bank, Thang Long Branch| Hanoi, Vietnam

January 2016- March 2021

- Managing and taking care of VIP customers.
- Consulting and developing new customers who have demands for using banking services such as loans, credit cards, saving money, market research, etc

- Expanding customers department who use investment products and international transfer.
- Supporting customers with handling banking transaction.
- Coordinating and supporting teams in sale department.
- Maintaining office daily supply for the department.
- Team management support: identifying risks and challenges within area of responsibility by supporting Sale manager in keeping team members on the right tracks, keeping all the work of the team on track and following deadline.
- Assisting sale manager on consolidating report, maintaining the accuracy of complex data within MB branch system, collecting information from teams.
- Consulting the development strategy of the department, assisting sale manager have more understanding about key customer of branch and supporting organize thankful day to VIP customers.
- Accompanies sale manager to meetings and on travel for supporting sale manager of business discussion, data analysis and logistics arrangements.

Sale admins

Hung Thuan Thanh Joint Stock Company| Hanoi, Vietnam

January 2015- December 2015

- Supporting and planning for sales department, following the progress and urge members to complete.
- Drafting and managing administrative documents related to business activities such as quotation, offer letter, contract
- Contacting with customers and partners, consulting and supporting customers in the process of conducting business with the company
- Updating the business data of the sales department and reporting the results to the management board.

EDUCATION

University of Sunderland (UK) (2013 – 2014)

Bachelor of Arts (Honours) in Banking and Finance

Grade: Upper-second class (2:1)

Campus: Banking Academy, Vietnam

TEG International College – Pearson Education Ltd. – Banking Academy of Vietnam (2011 – 2013)

BTEC-HND Diploma in Business (Accounting) (QCF)

Grade: Merit

Campus: Banking Academy, Vietnam

TEG International College (2010 – 2011)

Award obtained: Award given for Top Excellent Students of the first year by the Banking Academy Rector Campus: Banking Academy, Vietnam

LANGUAGES

Vietnamese – Native language

English – Professional working proficiency

SKILLS

Research	Leadership
Human Resources	Presentation
Customer Service	Communication
Teamwork	Software: Office, Excel, Power point

INTERESTS

Travelling	Reading
Photography	Movies