

TUNG TRAN

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SUMMARY

Background in a highly fast paced and always changing business environment. Provided computer knowledge and website design.

SKILLS PROFILE

- Met and exceeded company sales and operation quotas
- Proficient in computer and office applications
- Accountable, prompt, reputable, and meticulous
- Fluent in English and Vietnamese

EMPLOYMENT HISTORY

ViewSonic Corporation. Customer Service and Sales Support

1/07/2019-12/02/2019

Chino, CA

- Represent ViewSonic via phone, email, and chat for the specified customer types within the call center.
- Assisting end users with basic product troubleshooting, accessories and parts store, service warranty claims, and the RMA process.
- Capture customer information, issues, and troubleshooting steps to process warranty returns or exchange using the Clarify System
- Responds to prospective customers via phone, email, and chat professionally within specified timeline with product information and sales opportunities.

Inside Sales Representative

12/02/2019-Present

- Represent ViewSonic via phone and email.
- Assist in training end-users with online whiteboarding.
- Create sales opportunities.

Bank of America. Preferred Sales Agent

2/13/2017-1/11/2018

Brea, CA

- Provide Exceptional customer experience by providing by listening and creating solutions.
- 100% customer satisfaction 5 months in a row.
- Creating a better relationship with clients that were considering terminating relationship with the bank.

- Receiving verbatim surveys stating that clients were not happy with service before and now deciding to stay because of the solutions and options that I provided, instead of stating that there was no resolution.
- Service client needs on credit accounts by understanding the situations and help create solutions that would reverse fees that were wrongfully charged.
- Create promotions and calculate savings for clients to present better financial goals.

Verizon Wireless. Experience Specialist / Retail Sales Representative

9/1/2005-11/6/2016

Upland, CA

- Led classes that educated clients on the products that were purchased creating.
- Always readily available at store location or phone call to assist clients creating a comfortable environment.
- Received lowest shrink for the months of July, August, and September.
- Optimum at risk score of 400 points out of west coast average of 700 points.
- Devise of new procedures to reduce shrink for district.

Montclair, CA

- Discover customers' needs and producing solutions for client.
- When product is not working research ways to fix issue on product or find options to replace malfunctioning equipment.
- Receiving 98% scores with secret shoppers with comments that the secret shopper did not feel as if they were being pushed to buy and was attentive to what their needs were and finding the right product to fit.
- Assisted in driving business sales numbers with ranking of 50 out of 150.
- Exceeded company quota each month at 115% to plan.
- Created numerous business leads to gain more production.
- Top on sales team of 15 members for 5 months.

Sears Roebuck Company. Sales Associates

10/1/2004 -8/1/2005

Montclair, CA

- Mange cash flow of daily sales.
- Responsible and met monthly goals at 100% monthly.
- Updating merchandising and product placement.
- Responsible for 80% new credit application.

Raging Waters. Food and Beverage Department Cashier

5/1/2004-9/1/2004

San Dimas, CA

- Mange cash flow.

- Ensure customer satisfaction with quality products.
- Ensure goods in stock per department.

EDUCATION

ASSOCIATES IN BUSINESS ARTS

University of Phoenix

Full-Stack Coding

Bootcamp Spot from UCR