

TUAN NGUYEN BA

Personal Customer
Relationship Officer

PERSONAL SUMMARY

I have experience working in customer service, with the ability to listen and handle issues flexibly and effectively. Although my background is not in this field, I'm always eager to learn and looking forward to exploring new opportunities where I can continue to grow my communication skills and build strong customer relationships.

CORE COMPETENCIES

- Credit appraisal and data analysis
- Customer service and communication
- Knowledge of mortgage lending processes
 - Proficiency in Microsoft Excel
 - Teamwork and adaptability

CONTACT INFO

Phone Number: 0969 976 907
Mobile Phone: 0969 976 907
Email Address: tuan22th4@gmail.com
Home Address: 102/28 Xo Viet Nghe Tinh
Street, Ward 25, Binh Thanh District, Ho Chi
Minh City, Vietnam

CHARACTER REFERENCES

Marikka Turason
Dept. Head, Redder Rural Bank
Nederson Hua-Ong
Financial Officer, Granite Gains Co.

PREVIOUS POSITIONS

Intern - Personal Customer Relationship Officer

Military Commercial Joint Stock Bank |
February to April 2025

- Supported customer service operations and mortgage loan procedures
- Assisted in collecting, verifying, and processing personal loan applications
- Gained hands-on experience with CIC credit checking and collateral assessment
- Learned customer profiling and communication in a professional banking environment
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TRAINING & EDUCATION

University of Science

Bachelor's Degree in Electronics and
Telecommunications

A bachelor's degree with a strong emphasis on electronic systems, signal processing, and telecommunications technologies.
Expected graduation in 2025, with a current GPA of 7.0

Nguyen Thi Minh Khai High School

Graduated with honors in July 2021