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| **Luu Thi Ai Van** |  | +36 70 357 83556 |  | Female |



E-commerce, Im&Export

ITO  aivanluuthi2013@gmail.com 08- November-1990

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| https://www.facebook.com/pr | Hanoi, Vietnam |
| ofile.php? |  |
| id=100011719916884 |  |



 **Objective**



I always look for opportunities to improve my skills, as well as applying my knowledge of studies and life experience into my career. With me, the responsibility & loyal are the two factors to being my success, as well as your long-term commitment to the job. "I am young and I am enthusiastic, I am confident and I love to work"

I have the objective to gain something worthwhile, which I can assimilate into my life & at my life & at my workspace. Moreover I want to achieve the apex of my career through hard as well as smart work & to work in a challenging atmosphere where to motivate people is an opportunity.



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|  |  |  | **Education** |  |  |
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|  |  |  | LE VIET THUAT SENIOR HIGH SCHOOL - VINH CITY - NGHE AN | 2005 - 2008 |  |
|  |  |  | *12th class* |  |  |
|  |  |  | Science Stream |  |  |
|  |  |  | DIPLOMATIC ACADEMY UNIVERSITY - 69 CHUA LANG- HANOI | 2008 - Jun 2011 |  |
|  |  |  | *12th class* |  |  |
|  |  |  | I went to India following with Gov.t Scholarship program. |  |  |
|  |  |  | NIIM UNIVERSITY - HARYANA - INDIA | July 2011 - July 2014 |  |
|  |  |  | *Bachelor of Communication Media- Journalism & Advertising* |  |  |
|  |  |  | GPA: 3.0/4 |  |  |
|  |  |  | MAHATMA GANDHI UNIVERSITY - DELHI - INDIA | July 2014 - July 2016 |  |
|  |  |  | *Master of Business Administration* |  |  |
|  |  |  | GPA: 3.0/4 |  |  |



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|  |  |  | **Work experience** |  |  |
|  |  |  |
|  |  |  | NMS COMPANY (Representative Business Development) | January 2018 - Present |  |
|  |  |  | *Team Leader of ITO & BPO* |  |  |
|  |  |  | Main responsibilities: |  |  |
|  |  |  | - Identify opportunities for the development of Software & IT services in the international market through four |  |
|  |  |  | perspectives: survey and Investing, social network & Social Media, Sales, and Advertising with the support of |  |
|  |  |  | internal data. Market research and data sets (connecting prospects, increasing profits, researching customer |  |
|  |  |  | behavior ...) |  |  |
|  |  |  | -Promote revenue targets from the project and campaign to expand the company image. |  |  |
|  |  |  | - Lead the team to work and train sales skills and customer careWork with company partners to reseach new |  |
|  |  |  | features of new software and to integrate with the technical department to conduct discussions and develop solutions |  |
|  |  |  | for the services. |  |  |
|  |  |  | - Guiding on advertising content, contact content and customer care program |  |  |
|  |  |  | - managing the tasks for each team member |  |  |
|  |  |  | - Support, training and deployment skills for team members. Get feedback from customers and customer service |  |
|  |  |  | activities. |  |  |
|  |  |  | - Holding international market & contacting to clients |  |  |
|  |  |  | - Attending conference & discuss about services |  |  |
|  |  |  | - Sales IT services & advertising activities- Office present isn’t required (Twice in a week only & remote) |  |  |
|  |  |  | BAO MINH MOTORCYCLE VIETNAM | November 2017 till date |  |

 *Import & Export Manager & Marketing Strategy.*



* Maintaining the relationship and the business process between Vietnamese and EU Partners.
* Implement import & export process & Checking quality and quantity of receipt goods.

 .- Report the progress of the delivery activities as well as the activities of the partnership.

* Presentation of relevant reports and discussions with director for expand to Asia market. Planning the marketing strategy to potential customers.
* Investigation price and trend in market.
* Working independent, self-discipline, flexibility and high self-awareness. The ability to negotiate and persuade to ensure the event always goes well.
* Reporting the logical activities and updated daily, weekly, monthly.

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| AERENT IT SOLUTION PVT LTD- CHANDHIGARH - INDIA | Sept 2015 - Oct 2017 |
| *BPO - Google Adwords Customer Care Service* |  |

* Google Adwords Sales & Marketing Executive- Researching & Collecting customer data.
* Saving the clients data & CRM solutions- Completing 100 calls /day- Office present is not required (Distance working area)
* Remote working
* Take care of customers through chat, email and phone calls as well as answer the phone
* Advertising products, service packages, information about the product.- Receiving customer information (Asia) to solve the problem
* Notice of payment for each customer (100 calls / day)
* Make a list and send a daily report to the company.- Send payment link to customer and report case of breach of contract to lock account.
* Implement customer care policies to increate "CRM" list

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| ASIA PRESENTATIVE OFFICE OF CENTRE | Jan 2014 - July 2017 |
| QUEENSLANDUNIVERSITY, AUSTRALIA. |  |
| *01-2014 đến 07-2016 (Part - time staff)* |  |
| Admin Executive |  |

* CQU in India is a representative company for the University of Queensland Center in Australia, which opened an Asia regional office in the Indian state of Haryana.
* The main task is to review the application and select the potential student to offer the letter of invitation to study in Australia
* Deal with agents to receive applications mainly in the Vietnam market
* Screening and reviewing students who have satisfactory academic qualifications, English ability to issue letters of recommendation.
* Communication and customer care activity to Vietnamese agencies in Vietnam later expanded to other Asian countries: Singapore, Philippines, Malaysia, India. Pakistan, Afghanistan, Nepal ...
* Use Vietnamese and English for work.

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| ASIA PRESENTATIVE OFFICE OF CENTRE | Jan 2014 - July 2017 |
| QUEENSLANDUNIVERSITY, AUSTRALIA. |  |
| *08-2016 đến 07-2017 (Under Employement Visa)* |  |
| Asia Team Leader |  |

* Receipt of full-time work in the form of working visa
* was a team leader of whole Asia Area team members and agents in Asia.
* controlling & cooperating the agents in Asian countries in terms of information and new conditions when receiving applications
* Notification of activities and recording of student records
* Participate in agent meetings to maintain and create good relationships
* Participate in marketing activities as well as promotional events.
* Become a strategic team leader to carry out customer care activities in Asian countries. How to promote the enrollment process and increase registration sales- Carry out policies to actively take care of customers
* Instruct team members to be productive, clear-headed, and properly reported as well as to ensure the quality of the team's performance.

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| NETRIKA COMPANY - GURGAON - HARYANA - INDIA | June 2015 - June 2016 |
| *Information Officer - International Human Resources Management* |  |

* Netrika is one of the agency companies operating under the leadership and authorization of senior government bodies of India.
* The objective is to verify the information mag customers in the world requested.
* Receipt of customer records and verification information in the markets of Asia, Eastern Europe, Europe ...
* Verify information about: Personal information, education, work experience, criminal record history, company activity and other areas ...

\* For customers:

* Meet, call, email to communicate and persuade customers to use the services of the company
* Participate in many marketing and customer care activities
* Receiving requests and processing information
* Participate in and sign contracts with the board of directors.
* Meet with many government members and company representatives around the world.
* Implementing customer care policies.
* Calling high-level agencies and representatives to negotiate and persuade them to exploit information
* Continuous updating of forms of exchange for flexibility in the communication process.
* Save information to the system.
* Check information regularly and expand information
* Working area: Asia, Europe, Eastern Europe ....
* The work is highly authentic, requires credibility and strategic in exploiting.

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| EXEVO COMPANY - MOHAN ESTATE - DELHI - INDIA | March 2013 - June 2013 |
| *Quality Inspection surveyor* |  |

* Connect customers and persuade for quality courier service surveys
* Edit & created questions and censored with senior IT staff
* Take the survey into actual calls and be recorded by surveyors in Vietnam
* Listen to the record, update the system and evaluate the quality of the survey
* 3 month project.



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|  |  |  | **Activities** |  |  |
|  |  |  |
|  |  |  | SUFI FASHION SHOW & INDIA FASHION | Oct 2011 - Nov 2012 |  |
|  |  |  | *Modeling photo on shooting* |  |  |
|  |  |  | Attend in demonstration activities and model photos for the Indian jewelery and Indian fashion |  |  |
|  |  |  | VIETNAM EMBASSY ACTIVITIES | Jan 2014 - July 2017 |  |
|  |  |  | *Assistant* |  |  |
|  |  |  | - Supporting into cultural activities and business meetings |  |  |
|  |  |  | - Participating in cultural and artistic activities |  |  |
|  |  |  | - Helped the embassy in food events |  |  |
|  |  |  | - Providing interpreters for business meetings in India |  |  |
|  |  |  | OTHER ACTIVITIES | Jan 2014 - Feb 2014 |  |
|  |  |  | *Language expert provider* |  |  |

* + Providing foreign interpreters and models in the Indian market
	+ Provides all kinds of languages according to the requirements of customers in the Indian market
	+ .

 **Honors & Awards**



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| Reach to 5 stars quality services about Languages Provider | 2011-2017 |
| Sufi Fashion Show Certificate |  |



 **Interests**



Reading Book, Drawing , Internet research and connect social media , Language learning

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|  |  |  | **Skills** |  |  |
|  |  |  |  |
|  |  |  | Language | English, Vietnamese |  |
|  |  |  |  |  |  |
|  |  |  | Computer | Word, Excel, Powerpoint, Online marketing, Web wordPress, Alibaba, |  |
|  |  |  |  | Amazon, E-commerce  |  |
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