



## CURRICULUM VITAE

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### ITEM I: INDIVIDUAL PROFILE

<i>Name</i>	: Nguyen Thi Huyen
<i>Gender</i>	: Female
<i>Date of birth</i>	: 26/11/1995
<i>Place of birth</i>	: Hai Duong
<i>Permanent address</i>	: Hai Duong
<i>Terminal address</i>	: Thanh Xuan Dist., Hanoi
<i>Mobile phone number</i>	: 0392649659
<i>Email</i>	: <a href="mailto:nguyenthihuyen.neu@gmail.com">nguyenthihuyen.neu@gmail.com</a>
<i>Marital status</i>	: Single

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### ITEM II: EDUCATION

Time		Name of schools	Major	Degree
From	To			
9/2013	7/2017	National Economics University	International Economics	Bachelor

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### ITEM III: OTHER CERTIFICATES

No.	Time of issue	Type of courses/training	Issuing organizations
1	10/2017	A-Z Practice of Import-Export	Vietnam Export-Import Staff Training Co., Ltd
2	8/2017	TOEIC 820	IIG Vietnam
3	2/2018	IELTS 7.0	BC Vietnam

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#### **ITEM IV: SKILLS**

- Computers: using well Microsoft Word, Microsoft Office Power Point, and Excel.
- Foreign language: English (proficiency: advanced).
- Soft skills: communication skill, team-working skill, presentation skill.

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#### **ITEM V: WORK EXPERIENCE**

**12/2020 – present: FLSmidth**

**Position: Admin Specialist**

\*\*Manage office facilities

- Ensure functionality of necessary office equipment, and requisitioning new equipment and supplies as needed
- Manage office facilities, services and providers
- Coordinate building, maintenance issues for general repair and cleaning

\*\*Translation & Administration

- Safety Coordination
- Keep employees abreast of Global and local safety updates
- Provide relevant recommendations to ensure safety of employees
- Provide necessary recommended measures and requirements
- Record and control safety certification of employees

\*\*Procurement

- Purchase requests are properly sourced, canvassed and approved accordingly

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- Ensure that all vendors, suppliers, and providers have been reviewed and properly accredited
- Monitor service level efficiency and cost of accredited providers
- Ensure that all purchase requests are properly sourced, canvassed and approved

**\*\*Travel Management**

- Approve and book travel requests for employees
- Support international visitors with visa procedures and travel bookings

**\*\*Communication**

- Manage office communications such as updates and other information campaigns required
- Collect and generate communication content to forward to regional and global teams

**6/2020 – 10/2020: Lotte Chemical**

(Lotte Chemical is a subsidiary of Lotte group, doing business in resin industry)

**Position: Junior Assistant I (Account Manager)**

Key accountabilities:

**\* \*Customer Service Tasks:**

- Check customer's AR, credit limit before executing the delivery.
- Prepare and follow-up sales contract/ agreement to be signed by both parties.
- Process sales order so that customer orders are invoiced and delivered on time
- Coordinate with warehouse to make sure the delivery meet customer's request.
- Respond to all customers' enquiries on product availability, delivery times, and the status of orders so that enquires are dealt with promptly and accurately
- Communicate and coordinate with staff across departments in the organization, such as warehouse, transportation, or distribution, to confirm the status of orders.

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- Sample follow-up and deliver samples to customers.
- Coordinate with AD team in product registration
- Handling customer's complaints and keep tracking until the complaint is solved.
- Responsible for stock counts and the reconciliation of stock records.
- Visiting customers frequently to establish close rapport with clients and get to know more about the demands of customers.

**\*\*Reports/Filing**

- Use database on SAP & SCM system to maintain up-to-date customer records to track the status of orders and deliveries; to maintain expense records; and to generate sales reports and statistics.
- Submit all the records by deadlines

**\*\*Others**

- Any other assignments and ad-hoc projects required from Management

**3/2018- 12/2019: Sungroup Việt Hàn**

(Sungroup Viet Han is a joint venture company between Viet Nam and Korea, doing business in the field of education)

**Position: Interpreter**

Key accountabilities:

- translate documents Eng-Viet, Viet-Eng
- translate in meetings

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**ITEM VII: ACHIEVEMENTS**

Student Awards For Scientific Research:

THESIS: "Strengthening the environmental management of FDI enterprises in Vietnam"