



## DANG THI HIEN (ARIEL)



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S2.05 building, Vinhomes  
Smart city, Tay Mo, Nam Tu  
Liem, Hanoi, Vietnam

## SKILLS

English fluency

Computer literacy

Presentation

Training

Crisis Situation  
Management

Independent Working

Time Management

Problem Solving

## INTEREST

Study of  
Spirituality

Travelling

Reading

Music

Investment  
(Stock/Cryptocurrency)

## CAREER OBJECTIVES

Highly motivated, hard-working and energetic individual with 10 years of experience in sales and customer service. Wishing to leverage my passion and interpersonal skills to create fans for the organization I am working for.

## EDUCATION

HANOI UNIVERSITY - ENGLISH MAJOR  
2006 -2010

HATINH GIFTED SCHOOL - ENGLISH MAJOR  
2003 -2006

## EXTRA COURSES

### MICROSOFT SALES SUPPORT

Microsoft Global — 2017

The course is about how to support Microsoft's customers in accounts and billing, service procedures, policies and standards. This course also includes the Microsoft products & services training.

### WINDOWS TECHNICAL SUPPORT

Tek Experts— 2018

The course is about learning typical technical issues related to Windows and how to assist Microsoft's customers in particular requests and problems.

### CORE CLOUD SERVICES

Tek Experts— 2020

The course provides basic training about Microsoft's Azure services. Acquiring Microsoft Certificate for Azure Fundamental (AZ-900) after completing the course.

### UNLEASH YOUR POTENTIALS PROGRAM

Tek Experts— 2020

5 month program coached by one of Tek Experts' s top leaders, which provides the necessary knowledge and tools to become highly effective people.

### CULTIVATE YOUR LEADERSHIP

Tek Experts s — 2020

3 month program coached by one of Tek Experts's top leaders, which provides a clear picture of leadership with understandable steps to move up higher level in leadership.

## **Dat Xanh Mien Bac & Phu Hung Property**

*Dat Xanh Mien Bac & Phu Hung Property are famous real estate companies which specialize in Land/House Investment, Distribution & Leasing Service, Furniture consultancy*

### **Real Estate Broker as a freelancer (Mar 2021 - Now)**

- Approach potential customers through different channels (acquaintances /Facebook ads/Zalo ads/web post)
- Consult customers with the most suitable home options which meet their current financial status as well as requirement of location/view/floor, etc
- Educate customers on the home buying process
- Some involved projects: Vinhomes Smart City/Tay Ho riverview/ The Park Home/ The Nine/ The Housinco

## **Tek Experts Vietnam**

*Tek Experts is a global leading provider of business and IT support services. Currently, Tek Experts Vietnam is a service provider of many big IT customers: Microsoft, HP, Google...etc*

### **Microsoft Customer Service Representative – Windows Team (Nov, 2018 – May 2021)**

- Assist customers to download and install Windows versions using Microsoft tools
- Diagnose and troubleshoot all Windows related issues including Windows update, apps and features, network, user interface, PC games, etc.
- Consult and transfer the incidents to other teams if issues do not fall under Windows support boundary
- Provide trainings and knowledge sharing to teammates and newcomers about Windows features and troubleshooting steps

### **Microsoft Customer Service Representative – Store Team (Aug, 2017 – Oct, 2018)**

- Live chat with customers on Microsoft Store online (<https://www.microsoft.com/en-us/store/b/home> ) to answer all inquiries related to Microsoft products and services including prices, promotions, features, etc.
- Purchase on behalf of customers using Microsoft tools
- Initiate the process to return/refund/exchange line items
- Provide customer with links or instructions on how to download and install Microsoft software such as Office, Windows, etc.
- Escalate the incidents to higher tiers

## **Delta Eletronics Inc.,**

*Delta Electronics is a leading manufacturer of advanced electronics and components.*

### **Customer Service Specialist (Jan, 2015 – May, 2017)**

- Host weekly meetings via Skype to review team activities and assign Action Points for CSE members to follow up and resolve the pending issues
- Coordinate with headquarter FAE for complicated issues
- Control spare inventory & come out forecast of spares needed
- Control domestic and oversea repair process including provide warranty status, follow up repair progress, follow up RMA return shipment, spare part arrangement for aftersales service, etc.
- Consolidate and report all aftersales issues by countries to manager
- Record aftersales data (site issues, site reports, RMA, spare request) and upload into SAP/Idelta system.

### **Sales Assistant (Jun, 2013 – Dec, 2014)**

- Organize weekly sales review meetings via Skype (sales members from many countries to join), release meeting minutes with Action Point recorded for team to follow up
- PO handling, delivery follow up until payment done from customer
- Business development for Vietnam, Laos and Cambodia market including customer meetings, products presentation, market analysis.
- Train new team members about Company's profile, regulation, policies & rules
- Other tasks assigned by Sales Manager (recruit new team members, host meeting for Vietnam team, etc.)

## **MICO EPT- Equipment Parts & Technical Service JSC**

*Mico Ept is a subsidiary of Mico Group, a big cooperation in Vietnam which specializes in providing heavy industry equipment for projects in Vietnam.*

### **Secretary to Manager (Jan, 2012 – May, 2013)**

- Write/reply email, letter, proposal to overseas vendors on behalf of Managers
- Translate letter, technical document (industry equipment & spare parts) from English to Vietnamese and vice versa
- Contact overseas vendors for quotation and technical specification of heavy industry equipment
- Support sales team in selecting qualified spare parts with best prices and prepare all related documents to bid in big project in Vietnam (Eg: Uong Bi, Nhon Trach, Ca Mau, Phu My Power Plant, etc.)
- Follow all procedure for purchasing goods from domestic and overseas vendors
- Support logistic team in customs clearance, document and spare part delivery

## JOB EXPERIENCES

### **Canon Vietnam Co., Ltd**

*Canon Vietnam Co., Ltd. is 100% Japanese capital company, specializing in scanner and printer production.*

#### **Purchaser cum OSHC officer (Sep, 2010 – Oct, 2011)**

- Control delivery of electrical parts from Singapore/Hong Kong/Japan to Canon Vietnam for line production (printer/fax/scanner)
- Prepare enough shipping document (invoice/packing list/Air or Sea Waybill) for customs clearance at Vietnam side
- Make payment for suppliers at the end of month
- Ensure purchasing goods which meet EQCD standard (Environment, Quality, Cost and Delivery standard).
- Transfer all information of company activities (related to Occupational Safety and Hygiene) from Union Trade/HR Dept. to Purchasing department
- Organize activities (Eg: Traffic Safety, 5S, etc.) in Purchasing Dept. and report results to HR department
- Make report and presentation (by PowerPoint) about Purchasing division activities and attendance rate, sick leave, annual leave, overtime, 5S, traffic safety status in front of Management Board every month.