



## MAI DANG MINH THUY



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### LANGUAGE

- ◆ Vietnamese (Native)
- ◆ English (IELTS: 6.0)
- ◆ Chinese (HSK 2)

### WHY ME?

Experienced with a demonstrated ability of working in Sales representative and Hospitality. Extremely well-honed in time management, negotiation and customer service.

I love to be an anchor for business growth with humbleness, honesty, hungriness and learning spirit and logically listening .

### EXPERIENCE

#### Sales Representative (VPT Fitness Center)

(Mar 2019 – Present)

- ◆ Promote to Team leader after 4 months working
- ◆ TOP SELLER in 2019

- Break the record and spearhead revenue growth for company, resulting in reaching 120% of total sales revenue in the first year of work.

- Build relationships and rapport with all members both local and foreigners utilizing contact strategy through personal contact, telemarketing and written correspondence.

- Communicate relevant information to co-workers and management to maintain consistency and avoid potential problems in renewing membership.

- Ensure member problems/complaints are resolved in a prompt, courteous and efficient manner.

#### Hostess/ Waitress (Hyatt Regency Da Nang Resort and Spa)

May 2018 - Feb 2019

- Manage all customer database related to VIP acquisition and perform a wide variety of skilled administrative functions relative to VIP guests, including but not limited to inputting special requests.

- Greet, welcome, and assist VIP guest explaining the promotion and provide collateral in accordance with established guidelines.

- Obtain excellent problem-solving skills by dealing with customer complaints.
- Be equipped highest quality of services, knowledge in hospitality and high standards of performance.

### **Tour Guide (Heineken Da Nang)**

May 2018 - Feb 2019

- Provide assistance and information on beer manufacturing to foreign professors and stakeholders.
- Provide simultaneous and consecutive interpretation of meeting between Deputy General Manager and visitors.

## **EDUCATION**

- Major: Bachelor of English interpreting and translation  
2016-2020
- Dean's honours scholarship from Plymouth State University  
May 2016

## **SKILLS**

- ◆ Client relation
- ◆ Working under pressure
- ◆ Leadership

## **CERTIFICATIONS**

- ◆ Content Marketing - HubSpot
- ◆ The Fundamentals of Digital Marketing- Google
- ◆ Online Marketing Foundation- LinkedIn
- ◆ Best Seller- VPT FITNESS