

HUYNH YEN VY

10/08/2001

PHONE NUMBER

0786813592

EMAIL

ynvy.1008@gmail.com

A self-managed, dedicated, and trustworthy individual who has been fully equipped with practical understanding of operation. Seasoned leadership & supervisory skills, including staff training. Committed to client retention by providing excellent service & engagement.

Work Experience



Junior Coordinator | BMS Vietnam Import Limited

September 2023 to now

- Proficient in guiding clients through the application process for various benefits and entitlement programs, ensuring access to necessary resources.
- Actively respond to service delivery issues, ensuring client satisfaction through prompt and effective resolution.
- Skilled in organizing client appointments, managing communication channels, and meticulously maintaining service records.
- Vigilant in overseeing service provision, keeping abreast of new developments, and conducting evaluations to drive continuous improvement.
- Committed to continuous learning in technical domains to enhance remote client support capabilities.
- Efficient in issuing timely maintenance reminders to clients, aligning with service schedules for optimal performance.
- Demonstrated experience in utilizing Customer Relationship Management (CRM) systems to optimize client interactions and service delivery.
- Developed and implemented a data-driven forecasting model that reduced inventory costs by 200,000,000 VND.



Academic Manager | Digital University Co.Ltd

June 2022 to Feb 2023

- Implemented a revised operating system focused on classes, students & teachers, and conducted timely actions resulting in 10% decrease in churned clients created by pending cases and conflicts.
- Orchestrated offline events, internal competition and spearheaded daily tasks for team members.
- Collaborated with HR for recruitment, new staff training & developed training materials.
- Entrusted with the responsibility for research, planning, and organization of internal competitions, demonstrating strong project management and strategic execution skills.
- Led a team in analyzing customer behavior data, resulting in a 10% improvement in customer retention rates.
- Fiercely competitive renewal representative with experience driving profitability through strategic growth, delegating teams and quality control. Accomplished 100.000.000 - 150.000.000 VND in sales monthly while increasing customer satisfaction.



Coding/ Designing Teacher | Digital University Co.Ltd & Marathon Education

Now - Part-time

- 1.5 years of experience in Coding and Designing training for learners of varying abilities and levels, especially from 5-13 year-old kids.
- Demonstrated success in designing student-centric lesson plans which motivate the students to pursue their study goals, inspire them to be self-directed and foster meaningful relationships with them.

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Achievements

01. Conceived and executed an internal coding competition

| Digital University Co.Ltd

- Collaborated with educational staff to design and quality-check tests, ensuring a high standard of assessment aligned with industry best practices.
- Coordinated with Customer Service (CS) teams to manage student enrollments and schedule the competition, demonstrating exceptional organizational skills and attention to detail.
- Partnered with a panel of judges to oversee the fair grading of submissions, upholding the integrity of the competition.
- Worked with the operations team to organize prize distribution, ensuring a memorable and rewarding experience for all participants.
- Assisted the marketing team in crafting engaging social media posts, significantly increasing the event's visibility and student engagement.
- Guided competition winners through the process of enrolling in international contests, leading to numerous accolades for the center and enhancing its reputation.

02. Project Coordinator For Core 5 Factory to install water system

| BMS Vietnam Import Limited

- Masterminded the scheduling and execution of installations for three significant projects, catering to a major client's needs across diverse locations, showcasing adeptness in remote project coordination.
- Negotiated access permissions with contractors, securing entry for the team into construction sites, demonstrating effective stakeholder management.
- Ensured exceptional service delivery by leading the internal technician team, focusing on efficiency and client satisfaction.
- Facilitated post-service communication, liaising with the client to update necessary materials and documentation, reflecting a commitment to comprehensive service.
- Developed and communicated maintenance plans to clients, diligently following up on contracts to maintain service continuity and client trust.

Certifications



Bachelor of International Business - GPA: 8.26

University of Economics Ho Chi Minh City 2019-2023



TOEIC Certificate
815

Professional Skills

- Computer Skills
- Organizational Skills
- Subject Knowledge
- Curriculum Planning
- Customer Service
- Data Entry
- Document Management
- MS Office
- Reporting
- Business English

Competency

- Leadership
- Taking Initiative
- Mentoring
- Public Speaking
- Improvisation
- Networking
- Customer Centric
- Interpersonal Skills
- Critical Thinking