

TRAN THI BICH CHI (Ms.)



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SUMMARY

I have profound passion in sales and marketing field. I have started the ideal when studying at university. I have had plan to do business in mini supermarket of the school. But this project is still on paper because I'm student. Temporarily put that aside, I continued my business with selling flower on "Happy woman's day" which showed my persuasion to customer. Next I did a small business by selling clothes online via face book. These helped myself understand more much about the job of a sales person, This career shows us that products is very important but buyer's belief in product is more important .

I believe that my creativity, enthusiasm, energy and valuable skills I have gained will help me a lot in taking the new job and contribute in the company's development.

EDUCATION

NONG LAM UNIVERSITY

2009 – 2013

Bachelor of Business Administration.

WORKING EXPERIENCE

From 03/2013 - 03/2014: Assistant to Business Development Department at BUREAU VERITAS CERTIFICATION CO., LTD.

- Managing incoming and outgoing documents.
- Setting up and maintaining the filing systems.
- Preparing quotes, contract, hand-over letter or other document.
- Maintaining an up-to-date, coherent and consistent database system.
- Supporting the preparation of tender documents.
- Supporting for sales contacts client, follow contract.
- Booking air ticket and accommodation for business of Manager.
- Printing and sending contract.
- Check costing, hand - over contract to Operation Department
- Record, collect and report Sales data, sale team to Sales manager weekly, monthly and quaterly.

From 06/2015 - 5/2016 : Telemarketer at DKSH Vietnam Co.,LTD

- Contact businesses and private individuals by telephone to promote products, services.
- Solicit orders for goods and services over the telephone
- Explain the product or service to potential customers
- Deliver scripted sales pitch to the customer
- Adjust scripted sales pitch to meet needs of specific individuals
- Provide pricing details
- Handle customer questions
- Obtain customer information including names and addresses
- Record customer details including reaction to the product or service offered
- Receive orders over the telephone
- Input order details into the SAP system
- Record customer details and details of transaction
- Confirm orders placed with field sales representatives
- Conduct customer and marketing surveys
- Answer telephone calls from potential customers who are responding to advertisements

From 08/2016 - 09/2017 : Business Development Executive at TUV SUD Vietnam

- Generating business leads and following up on sales opportunities.
- Cold calling potential customers and building relationships.
- Establishing customer needs and selling products accordingly.
- Working to weekly and monthly sales targets and KPI's.
- Arranging meetings with clients and carrying out product demonstrations.

- Following up swiftly on sales enquiries and sending out information.
- Researching the market and identifying potential target customers.
- Attending events in order to generate business leads.

From 03/2018 - 07/2018 : Sales Indoor at JJ Lapp Cable Vietnam .

- To oversee and manage Indoor Sales tasks and support the Country's Outdoor Sales Personnel and to assist in the execution of their assigned responsibilities, ensuring a smooth operation of the Country's Back office operations in each country and providing excellent customer care at all times.
- To manage and monitor customer and product information in the SAP database.
- To manage and encourage that the C4C system is actively used as per
- Conduct sales by prospecting, qualifying and generating sales in coordination with country sales support team.
- Manage Telemarketing and proactive contact of existing and potential customers.
- Manage requests for information and online presentations.
- To identify appropriate contacts, qualify and drive leads through the sales process.
- Coordinate with indoor team members on orders, returns, shipments and products.
- Provide commercial and technical collaboration with all members in the telesales team whenever required.
- Understand customers business, behavior and company structure to provide a solution through efficient technical and commercial service/support.

- Create and maintain the reputation of the products and increase Lapp brand awareness in the market.
- Maintain good rapport and close relationship with Country C customers to gain clear understanding of customer needs through customer visits when required.
- Create and maintain fair, democratic, and good working environment with the indoor team members.
- Maintain a cohesive and stable indoor workforce in the Country.

From 08/2018 - 12/2018 : Sales at Jogo Vietnam .

- Generating business leads and following up on sales opportunities.
- Cold calling potential customers and building relationships.
- Researching the market and identifying potential target customers.

From 01/2019 – 09/2019: Personal Reason, I have to stop work.

From 09/2019 – 02/ 2020: Sales Executive at Nityo Infotech Vietnam.

- Contact potential or existing customers to inform them about a service using scripts
- Create new database.
- Looking for the candidate focus on IT Industry. (My connection has Java, Javascript, PHP,Golang, ... and include foreigner candidate).
- Working at headhunt, staffing and outsource service.
- Answer questions about services of the company
- Ask questions to understand customer requirements and close sales
- Enter and update customer information in the database
- Take and process orders in an accurate manner
- Handle grievances to preserve the company's reputation
- Go the "extra mile" to meet sales quota and facilitate future sales

PROFESSIONAL SKILLS

Language (Written and Spoken): Vietnamese (mother tongue) , English ,

Korean (studying: 안녕하세요. 저는 치 입니다. 저는 한국어를 공부하고 있어요. 저는 경영학
즐음했어요.)

Computer: Microsoft Word, Microsoft excel and Microsoft PowerPoint.

PERSONAL SKILLS

- Team player
- Commitment
- Problem solve