NGUYEN THI HOANG YEN

Assistant Sales Operation Manager

Dob: 1996

Gender: Female

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OBJECTIVE

I graduated with a degree in Marketing. However, I have focused my career on back-end management and operations for the past few years. This has allowed me to develop expertise in areas such as human resource management, internal communication, reporting progress of business items, managing back-office issues, and organizing business events.

In my role as a back-end manager, I have been responsible for ensuring the smooth functioning of various operational aspects within organizations. This includes overseeing human resources, managing internal processes and systems, handling administrative tasks, and coordinating with different departments to ensure efficient operations. I have a strong attention to detail and a knack for problem-solving, which has helped me streamline processes, optimize resource allocation, and improve overall operational efficiency. I thrive in fast-paced environments and enjoy taking on new challenges.

I am excited about the opportunity to leverage my skills and experience in back-end management to contribute to the success of organizations. I am always eager to learn and grow professionally, and I believe in continuous improvement. Thank you for taking the time to get to know me. I look forward to the chance to collaborate and contribute to company's success.

EDUCATION

2014 - 2018

Ho Chi Minh City University of Technology (Hutech)

MARKETING

WORK EXPERIENCE

Apr 2021 - Present

NIN SING LOGISTICS COMPANY LIMITED

ASSISTANT SALES OPERATION MANAGER

Customer Onboarding & Data Maintenance:

- Monitor and periodically check all customer onboarding, ensure no ones missing and monitor Sales Ops team's performance on this task.
- Support Sales Ops when they need consultant on handling /sovling all requests from Sales (customer complaints, shipment status and other requests).

Order Creation and Management:

- Monitor and ensure all orders placed on time and without any mistakes.
- Foresee and work with relavent team when incurring system issues with customer accounts, orders, etc.
- Ensure order database in Internal Tracking, Salesforce, OMS all aligned.

Advanced Sales Administration:

- Assist Sales Ops on all Admin tasks.
- Guide/Instruct Sales Ops how to handle this task effeciently, careful manner and high accuracy.

Operational and General Administrative Support:

- Make sure all SOPs/Onboarding/headcounts files up-to-date.
- Guide Sales Ops in preparing mail template/Sales notification/communication flow, ect.
- Monitor and support Sales Ops of Sales data clean-up/maintenance.
- In charge all Sales ad hoc request, weekly or monthly reports.

- Assist SOM in Hiring new team members and launching.

Training for Sales/Sales Ops

Back office/Admin office and event organization

Trade Union:

- Building the policy and projects of the trade union.
- Manage employees, promote union participation among company employees.

Mar 2020 - Mar 2021

SONG HANH ADVERTISING INVESTMENT JOINT STOCK COMPANY

SENIOR SALE ADMIN EXECUTIVE

Key Areas/Functional Areas:

- Manager timekeeping for employee.
- Support Sales from customer complaints, shipment status and other requests.
- Research for suppliers to make products (gifts, signs, calendars, printing, products according to customer requirements).

Order Creation and Management:

- Perform validation of final order details.
- Create and update order in the system.
- Assist on system issues with customer accounts, orders, etc.

Advanced Sales Administration:

- Assist Sales's on pre-Sales requirement.
- Actively communicate to different internal teams for order specification and issue.

Operational and General Administrative Support:

- Main PIC of maintaining.
- SOPs/Onboarding/Headcounts files, assist manager to prepare email template, communication flow, sales notification ect.
- Sales data clean-up/maintainence.
- Assist the Sales Admin Team Lead on adhoc request,weekly or monthly reports.

May 2018 - Feb 2020

ONACLOVER TECHNOLOGY JOINT STOCK COMPANY

SENIOR BUSINESS DEVELOPMENT EXECUTIVE

ENT Sales and Account Management:

- Generate business opportunities through professional prospecting and networking.
- Create demand by mapping client needs to our services and communicating value.
- Develop and manage a pipeline of opportunities.
- Drive the entire sales cycle from outreach, solutioning, negotiating and closing.
- Ensure business sustainability through strategic pricing and maintaining strong margins on services provided.

Sales Operations:

- Log all sales activity and ensure customer data is up-to-date and accurate.

Jul 2016 - Jan 2018

B'MART COMPANY LIMITED

SHIFT LEADER

-Assign shifts and timekeeping for staff.
-Sales and product introduction.
-Check the store's products and inventory daily. Then, enter all the data into the computer and check the quantity of the specific product.
-Prepare sales and product reports.
-Responsible for preserving and controlling products in the store.

PROJECT

Jul 2023 - Aug 2023

Payment management at Nin Sing Logistics Company Limited

Project Manager
https://direct-operator.ninjavan.co/login

Dec 2022 - Feb 2023

Building Confluence Ninja Direct at Nin Sing Logistics Company Limited

Project Manager

Confluence is an internal collaboration platform to manage company information and documents for employees.
In addition to being a business hosting option, it is also Cloud; Data center; Server; Key Terms and Workspaces

HONORS & AWARDS

2022: Inspirational Person Award 2022 at Nin Sing Logistics Company Limited

2023: Inspirational Person Award 2023 at Nin Sing Logistics Company Limited

SKILLS

COMMUNICATION

- Language: basic English (Good working knowledge)
- Listening & Speaking
- Writing Skills
- Nonverbal Skills and Social Interaction

Training and Development

- Needs Assessment
- Curriculum Design
- Instructional Delivery
- Communication Skills
- Facilitation Techniques
- Evaluation
- Adaptability and Flexibility
- Continuous Learning

Planning and Organizing

- Goal Setting and Strategic Planning
- Task Prioritization
- Resource Allocation
- Time Management
- Organization & Problem Solving

Event Planning

- Budgeting and Financial Management
- Venue Selection and Logistics
- Vendor Management
- Program Development
- Marketing and Promotion
- Risk Management
- On-site Coordination

REFERENCES

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