



Nguyen Thi Cam Nhung

International Sales Executive

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EDUCATION

- 2011 + **NONG LAM UNIVERSITY**
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2015 | [Business Administration](#)
GPA: 3.5/4
- 2018 + **CA' FOSCARI UNIVERSITY OF VENICE**
↓
2021 | [Global Development and Entrepreneurship](#)
GPA: 27.5/30

WORK EXPERIENCE

- 2020 + **INHAT MY PHAT CO., LTD VIETNAM**
↓
Present | [International Sales Executive](#)
Main responsibilities:
- Ensure achievement of all export sales targets, negotiate on prices to achieve the same, and maintain knowledge on all competitor activities- Ensure that all the sales and marketing activities are carried out within the agreed budgets, volume, sales, and within the given time scales
 - Build reputation and become a trusted advisor to customers both domestically and globally
 - Respond promptly to customer complaints and look to find winning solutions- Investigate new sales opportunities and actively solicit business from potential customers
 - Work with international brokers who attend international tradeshows and meetings
 - Negotiate and monitor export rates and services to reduce operating costs and increase profitability
 - Knowledge of the details of the export business
 - Plan, design, develop, and implement various sales activities based on customer needs
 - Make sure that the existing clients are retained and maintained while developing the new customers
- 2019 + **ITALIAN CHAMBER OF COMMERCE IN VIETNAM (ICHAM VIETNAM)**
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2020 | [Trade Analyst Intern](#)
Main responsibilities:
- To assist the Chamber staff in the general management of the office, in daily operations, preparation of market research
 - To do market research to support both Italian and Vietnamese companies in finding the potential partners by B2B

OBJECTIVE

Learning more sales skills and experiences as well as understanding the market of my current products or services to become the best Sales Staff in the organization and make efforts to become a Sales Manager for the next two years

SKILLS

Ms Office

Logical thinking and creative

Public Speaking

English

INTERESTS

- o Gardening
- o Music
- o Volleyball

meetingorganization

- To support in organizing events and conferences from differentsectors to connect members and Italian companies in particular, and the European community in general
- The intern will be involved with the Chamber's publication by writingarticles to promote on social networks, assisting Communicationsteam in creating the ICHAM newsletter and writing news on thewebsite of ICHAM
- ICHAM provides is translation and interpretations services, I couldassist the Chamber staff in doing the translation of English Vietnamese. Another business support at the Chamber is Italian visa support (free guidance on visa application procedure/requireddocuments), I help with the document works for this service atICHAM- To help in general office support such as data management andsome other tasks

2019 + INS ENGLISH CENTER

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2020

Academic Supervisor

Main responsibilities:

- Prepare training courses, workshops for teachers
- Prepare classroom and coursework materials, homework assignments
- Responsible for providing educational guidance and assistance for students by planning schedules, recommending courses and determining appropriate education solutions for different types of students
- Keep follow up and track the advancement of students and encourage students to increase his/her academic activities
- Classroom observation and feedback giving for teacher improvement
- Plan and organize the supervising process
- Responsible for other members of the supervisory team are kept informed of the student's progress

2015 + BUWON VINA CO .,LTD

↓

2017

Sales admin (sales experience in chemical and in plastic business such as masterbatch, rubber, compound...)

- Process orders via email or phone. Post quantity order for the production team and liaise with the logistics department to ensure timely deliveries
- If we get orders from overseas customers, send all information to the import and export team to make a declaration as well as contact with forwarder
- Deal with and respond to the high volume of emails from customers- Communicate internally all the important feedback from customers
- Coordinating with Accounting Department on invoicing, payment issues. Make debit notes as well as manage the customer's credit under the company credit policy. Check data accuracy in orders
- Use ERP system to post customer orders, check shipping information or other tasks (maintain a customer database, stock movement, and product code in the system)
- Responsible for making an appointment with clients and visiting

them monthly to hear and understand the current status of the customer

- By monthly or quarterly, report sales results to the sales team.

Ensure sales target is met and report any deviations

- Handle correspondence between the sales team and clients and handle administrative jobs related to the Sales department

2014 + CASHMERE HOUSE LIMITED COMPANY

↓
2015

[Sales Staff \(Sales experience in fabric and in carpet furniture\)](#)

- Introduce, consult products and answer customers' queries by phone and email.

- Assist to control goods in and out

- Maintain relationships with existing customers and seek up for expanding new customers

- Reviewing my own sales and trying to exceed targets

- Coordinate with Customer Service Department to meet customer's demands

- Support the sales team with the daily general operation and ensure all the administration related to sales is effectively completed

- Receive and collect information on customer complaint handlings

- Perform any other ad-hoc duties as requested by Superiors.

ACTIVITIES

2013 + THE US ENGLISH CENTER

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2014

[Member of English club at the US English Center](#)

- Organize monthly events relating to sharing how to study english well and how to hunt scholarships

2012 + NONG LAM UNIVERISITY

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2014

[Volunteer activities](#)

- Blood Donation

- Social work team

- Exam season supporting

- National University Entrance Exam Support Campaign

2017 + INS ENGLISH CENTER

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2018

[Volunteer activities](#)

- Charity work at Phan Sinh Disabled Children Education Center

CERTIFICATIONS

2012 Logistic Overview Certificate

HONORS & AWARDS

2018 CA' FOSCARI UNIVERSITY OF VENICE - Master scholarship for international student from Ca'foscari University of Venice

2017 INS ENGLISH CENTER - Staff excellence adward

2013-2014 Scholarship from Nong Lam University in:

- 2nd semester 2011-2012

- 1st and 2nd semester 2012-2013

- 1st and 2nd semester 2013-2014