NGUYEN THANH TRUNG

CUSTOMER SERVICE

CONTACT INFORMATION

Male

29/05/1999

033 29 5 1999

leoliohfilms@gmail.com

District 7, Ho Chi Minh City, Vietnam

EDUCATION

Ton Duc Thang University

Major: Business Law

SKILLS

- Customer Service
- Communication
- Languages (English/German)
- Teamwork
- Task & Time Management

CAREER OBJECTIVE

A high-performance professional committed to delivering double the output and genuine, dedicated value to the company

WEBSITE PORTFOLIO

leoliohfilms.com

WORK EXPERIENCE

California Fitness and Yoga Center

08/2018 | 07/2022

Senior Member Service Officer

- Negotiated, consulted, and resolved customer contract inquiries;
- Proficient in B2B & B2C skills; highly skilled in office IT tools;
- Trained, organized, and delegated tasks to junior staff;
- Monitored and coordinated with other departments.

Notary Office - District 5

08/2022 | 11/2022

Intern - Administrative Clerk

- Verified and recorded the status of documents for notarization;
- Organized and archived notarial records;
- Assisted the notary in data entry, printing, and notarization processes;
- Welcomed, guided, and addressed client inquiries.

AIA Vietnam - Nest by AIA

01/2023 | 12/2023

Relationship Manager

- Designed and consulted on financial plans;
- Contributed to revenue growth and achieved key performance indicators (KPIs);
- Built and developed team dynamics.

Freelance Filmmaker/Videographer/Creator

Present

- Filming, video production, and brand advertising:

(DJI, Fujifilm, Sony, The Present Writer, Vietgangz, K&F, Portkeys,...)

- Creating content across digital and social media platforms.

AWARDS

California Fitness & Yoga Center

- Rising Star of Southern Region (September 2019).
- Outstanding Employee of March 2020.
- Quarterly Outstanding Employee (Q1 2021).

Ton Duc Thang University

- Recognized for multiple contributions to university development.

ACTIVITIES

Law Faculty Event Club - Ton Duc Thang University

Head of Media & Deputy Head of HR Team.

- Reviewed event materials such as scripts, banners, and posters for the Law Faculty.

INTERESTS

- Fitness & Calisthenics
- Filmmaking & Photography

SOFTWARE PROFICIENCY

DaVinci Resolve · Pr · CapCut · Lr · Ps