

NGUYEN THANH TRUNG

CUSTOMER SERVICE

WEBSITE PORTFOLIO

leoliahfilms.com

WORK EXPERIENCE

California Fitness and Yoga Center

Senior Member Service Officer

08/2018
|
07/2022

- 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

Intern - Administrative Clerk

08/2022
|
11/2022

- 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

Relationship Manager

01/2023
|
12/2023

- 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.

SOFTWARE PROFICIENCY



INTERESTS

- Fitness & Calisthenics
- Filmmaking & Photography

CONTACT INFORMATION



Male



29/05/1999



033 29 5 1999



leoliahfilms@gmail.com



District 7, Ho Chi Minh City, Vietnam

EDUCATION

Ton Duc Thang University

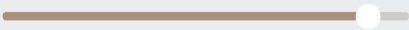
Major: Business Law

SKILLS

Customer Service



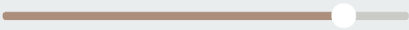
Communication



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