

# CURRICULUM VITAE



## PERSONAL DETAILS

**Name:** Lý Quốc Phát  
**Gender:** Male  
**Nationality:** Vietnamese  
**Date of Birth:** October, 12<sup>th</sup>, 1992  
**Place of Birth:** Ho Chi Minh  
**Marital Status:** Single  
**Address:** 263/60 Nguyen Dinh Chieu Street, Ward 5, District 3  
**Phone No:** 0166-521-5224  
**Email:** [quocphatly@gmail.com](mailto:quocphatly@gmail.com)

## EDUCATION BACKGROUND

**From 2010 to 2013:** HOA SEN UNIVERSITY, HCMC  
(Major: Commercial English)

## WORKING HISTORY

Time	Positions	Places
2010-2012	English Tutor	At students' house
2012-2013	Teaching Assistant	Poly Language Center
18/7/2013-11/9/2013	Trainee	Sales and Marketing Department in Nakydaco Company
Sep 2015 – July 2015	Receptionist Cum Customer Service	Bitexco Group – The Manor Building
July 2015 – July 2016	Customer Service Advisor	Deutsche Post DHL Group – Công ty chuyển phát nhanh DHL - VNPT
October 2016 - Present	Customer Service Supervisor	Công Ty TNHH Quản Lý Bất Động Sản Kusto – Kusto Home

## ACHIEVEMENTS

- **Toeic – 670 (Reading: 310; Listening: 360)**
- **CIS – Certified International Specialist Passport**
- **DELIVERING WOW SERVICE TO CUSTOMER Signed by DHL General Director**



## WORKING EXPERIENCES

### **1/ Công Ty TNHH Quản Lý Bất Động Sản Kusto – Kusto Home Customer Service Supervisor – October 2016 – Present**

- Solving Customers' complaints
- Communicating with customers via phone, email, face to face
- Hiring, training & terminating customer service agents, staff
- Monitoring, training, supervising Front desk
- Managing building utilities (Water Taxi, Kindergarten, Swimming Pool, BBQ Station, Shuttle Bus)
- Analyzing, summarizing, checking monthly invoices
- Creating events, weekly events for kid's, residents
- Making notices, translating documents, making reminders, etc.
- Handing over apartments
- Making purchasing process to buy stuff for service
- Solving serious problems from Teachers of Kindergarten
- Co-operating with Sales & Marketing Team to design image of Diamond Island
- Supervising, checking, monitoring all of areas of the building
- Connection with departments together
- Other tasks assigned by Manager



**2/ Công Ty Chuyển Phát Nhanh DHL (Deutsche Post DHL Group)  
Customer Service Advisor – July 2015 – July 2016**

- Receiving phone calls from customers.
- Tracking, booking, Enquiry.
- Consulting customs paperwork.
- Checking restricted shipments sent to different countries and customs rules of destination.
- Solving requesting of customers' shipments.
- How to know what import and export are.
- Communicating and inputting information of customers at the same time.
- Other tasks



**3/ Công Ty TNHH Tập Đoàn Bitexco - Chi Nhánh TPHCM  
Receptionist Cum Customer Service – Sep 2013- July 2015**

- Receiving the information and solving problems of customers.
- Receiving phone calls from the customers.
- Building management, conversing Electric Contracts for customers.
- Translating and compiling when customers need.
- Searching potential customers for company.
- Check in and check out for customers.
- Making the appointments for customers.
- Dealing with difficult problems of fastidious customers.
- Scheduling the working timetable for staff.



## KEY SKILLS

**Communication skills** With 3 years working experience in Bitexco Group and present experience I know how to communicate with the customers effectively. 3 letters always in my mind to satisfy customers

**K:** Knowledge

**P:** Polite

**H:** Helpful

**Leadership skills** Working in Bitexco group and Kusto Home, I have experiences in leading a team, how to train and talk to the staff convincingly. Moreover, inspiring the staff to work is very important to me. In addition, understanding and supporting the staff are really necessary. In order to be a good leader, we must know what the staff needs and supports from a leader

**Translation skills** I translated for many foreigners who want visit Saigon and transact in business. With translation lesson in school, work with foreigners in Poly Language Center, The Manor, DHL, and current job that I can understand and translate easily.

**Selling skills** With selling lessons and experiences I can understand what customers need and know how to sell one product to the market. Moreover, I know how to convince a customer to buy our products and many things relate to sale.

**Problem solving**

With 3 years working experience, I have had to deal with many kinds of people every day. Many difficult problems from difficult customers require solving fast. Therefore, I always have to analyze and know how to solve effectively to please the customers. I have been trained by good and experienced managers to show how to have a good solutions for the customers.

**Negotiation skills**

Working in The Manor, DHL and Kusto environment that I have to deal with many kinds of people everyday. Therefore, I know how to negotiate and convince customers well.

**Computer Skills**

**Microsoft Excel:** Good

**Microsoft Word:** Good

**PowerPoint:** Good

**Microsoft Outlook:** Fair

**Internet:** Use to search information for the lessons, work

**Email:** Contact to the teachers and friends for the projects, work, assignments and lessons. Furthermore, using email to contact the customers to ask the information

**Languages:**

**English:** Advanced

**Chinese (Cantonese):** Beginner

**(Mandarin):** Beginner

**HOBIIES**

- Going out with friends, watching TV, surfing English webs, learning English words

**PERSONAL QUALITIES**

- High responsibility, patience
- Know how to work in group
- Fond of speaking in public
- Confident, Active, Team spirit
- Working under high pressure

## REFERENCES

### 1. Công Ty TNHH Quản Lý Bất Động Sản Kusto – Kusto Home

Name	Job Title	Email address	Mobile Phone
Nguyễn Duy Tân (Mr)	Property Manager	tannd.mkt@bitexco.com.vn	+84 907 308 736

### 2. Deutsche Post DHL Group – Công ty chuyển phát nhanh DHL - VNPT

Name	Job Title	Email address	Mobile Phone
Phạm Thị Hồng Đào (Ms)	Key Account & Customer Care Manager	dao.hong.phamthi@dhl.com	+84 913 976 799
Nguyễn Thị Kim Hoa (Ms)	Customer Contact Centre Manager	hoa.kim.nguyenthi@dhl.com	+84 903 928 979
Nguyễn Thị Thanh Hà (Ms)	Customer Contact Centre Supervisor	Ha.Thanh.Nguyenthi@dhl.com	+84 903 348 030

### 3. Bitexco Group

Name	Job Title	Email address	Mobile Phone
Đoàn Thị Phương Linh (Ms)	Customer Care Manager	doanphuonglinh80@yahoo.com	+84 909 381 281