

Nguyen Mai Huong

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Yen Hoa, Cau Giay, Ha Noi, Viet Nam



GOALS

Short-term Goals: Leverage my work experience to quickly adapt to a new environment, effectively contribute to market research, lead generation, and client relationship management in the IT outsourcing sector, while sharpening my skills in sales and strategic planning.

Long-term Goals: Become a highly skilled business development professional with strong expertise in international markets and IT services. I aspire to advance to senior management positions, driving business growth and expanding the company's global client portfolio.

KEY COMPETENCIES

Time management skills
Critical thinking skills

Computer skills
Adaptability

Strong interpersonal skills
Teamwork skills

PROFESSIONAL EXPERIENCE

MBC Investment Technology and Trading Co. Ltd

Apr 2024 - Apr 2025

Import - Export Staff

- Managed end-to-end documentation for international shipments (export/import, sales contracts, customs), ensuring 100% compliance with international trade regulations.
- Coordinated daily with international partners, suppliers, and customs authorities to ensure smooth cross-border transportation, meeting all deadlines.
- Resolved logistics issues (claims, cancellations, shipment changes) efficiently, maintaining high customer and partner satisfaction levels.

UCALL Technology Jsc

Jun 2023 - Dec 2023

Business Development Executive

- Conducted market research to identify customer needs, target segments, and competitive landscape, resulting in the generation of qualified leads.
- Consulted with potential clients to understand their business requirements, provided product demonstrations, and offered tailored solutions to improve their telemarketing operations.
- Created customized scripts and call scenarios for clients, ensuring that the AI system effectively aligned with their goals and optimized customer interactions.
- Built strong relationships with clients by providing ongoing support, addressing concerns, and ensuring smooth integration and usage of the AI telemarketing system.
- Collaborated with internal teams to gather feedback for continuous product improvement.

Pasal International Human Resources Development & Education Investment Jsc

Nov 2021 - Nov 2022

Pre Sales Executive

- Provided pre-sales support by addressing inquiries, offering detailed information about course offerings, and assisting potential students in choosing the right program to meet their needs.
- Developed and managed a Facebook group of 70,000 Foreign Trade undergraduates, using the platform to engage and inform potential students about English courses.
- Promoted and marketed English training programs to group members, generating significant interest and inquiries, contributing to a revenue of 500 million VND in Quarter 3, 2022.

EDUCATION & LANGUAGE

Bachelor of International Business Economics

Foreign Trade University

English

IELTS 7.0 (2021)

Chinese

HSK 2

EXTRACURRICULAR ACTIVITIES

Vice Head of External Department

2022 - 2023

FTU Guitar Club

Member of External Department

2021 - 2022

FTU Guitar Club