

# DAO THANH THUY



## CONTACT

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## EDUCATION

### ACADEMY OF JOURNALISM AND COMMUNICATION

2019-2023

### BACHELOR OF COMMUNICATION POLICY

### NATIONAL ECONOMICS UNIVERSITY MAJOR : BUSINESS ADMINISTRATION

## SKILLS

- Effective teamwork and time management
- Able to meet KPIs and target under pressure
- Manage website and booking systems
- Strong communication skills and confidence
- Generating creative ideas and making sale plans (short term, long term)
- Problem-Solving

## CERTIFICATIONS

- IELTS Certification: Band 6.5
- Microsoft Office Specialist 2019: Proficient in Word, Excel, PowerPoint

Determination is one of my features and I hope with all my efforts, experiences, and Can-do attitude, I will have an opportunity to become a member and contribute to the development of the organization.

## EXPERIENCES

### CUSTOMER SERVICES AGENT FOR VIETNAM

November 2023 - August 2025

### AIRLINES - INTERNATIONAL TERMINAL

*Vietnam Airport Ground Services Company Limited (VIAGS)*

- Received and processed flight-related information, including passenger manifests and special service requests.
- Prepared necessary equipment, materials, and work tools for daily operations.
- Performed check-in procedures at the counter.
- Verified passengers' travel documents, assigned seats and issued boarding passes.
- Handled checked baggage and guided passengers through subsequent procedures.
- Assisted special passengers and those requiring additional support.
- Directed passengers to the aircraft to ensure on-time flight departures.
- Monitored and verified boarding passenger counts.
- Supported special passengers during the boarding process.
- Completed post-flight procedures and transmitted required messages to relevant airports.

### SALES ASSISTANT & MARKETING EXECUTIVE

January 2021 - October 2023

*LIBÉ Workshop - GRMNT Company*

- Conducted market research, analyzed customer insights, and monitored competitor activities.
- Collaborated with the Content/Design team to enhance creative materials tailored to each communication channel.
- Managed and updated customer data generated from campaigns to support sales and customer service activities.
- Assist in handling customer requests, complaints and feedback before, during and after their shopping experience.
- Engage with customers across multiple platforms and touchpoints to maintain genuine long-term connections.

### ONLINE SALES EXECUTIVE ( E-COMMERCE)

December 2019 - December 2020

*Chicbae21 - CG Garment Company*

- Online sales staff providing consultation and customer care for women's fashion products on Instagram and Shopee; built and developed the company's Shopee sales channel.
- Prepared monthly and quarterly revenue reports; collaborated with the Sales team to propose specific promotional campaigns such as Summer Sales, Tet Holiday, etc.
- Achieved an average of 300 orders per month with personal revenue exceeding 100 million VND (100% KPI attainment).