

# CV - NGUYEN THI VAN

Address: Hanoi 100000, Vietnam | Mobile phone: (+84) 378 869 054 | Nationality: Vietnamese

Email: [vanalison234@gmail.com](mailto:vanalison234@gmail.com) | Gender: Female | Date of birth: 2001

## EDUCATION & TRAINING

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### NATIONAL ECONOMICS UNIVERSITY

Hanoi, Vietnam

#### *Bachelor's in Marketing*

Oct 2020 - Aug 2024

- **GPA:** 3.48/4.0 (Good)
- **Certification:** IELTS Academic - Overall Band 8.0

## WORK EXPERIENCE

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### CROSSING VIETNAM TOUR

Hanoi, Vietnam

#### *Sales & Operations Executive (Full-time)*

Nov 2025 - Now

#### Responsibilities:

- Manage end-to-end travel operations for international inbound travelers, primarily from India.
- Handle approximately 30-50 travel inquiries and customized itinerary requests per month.
- Prepare quotations, invoices, travel documents, service vouchers, and booking confirmations, using Google Workspace tools.
- Coordinate tour schedules, hotels, transportation providers, tour guides, and local suppliers to ensure seamless service delivery.
- Manage daily booking operations across OTA platforms including Klook and GetYourGuide.
- Communicate with clients through email, phone calls, and messaging platforms before, during, and after their trips.
- Resolve operational issues through proactive communication and supplier coordination.

#### Key Achievements:

- Managed both sales and operational responsibilities simultaneously.
- Supported multiple client groups concurrently during peak travel periods.
- Maintained strong client satisfaction through effective issue resolution and communication.

## **INTECH GROUP**

**Hanoi, Vietnam**

***Marketing & Event Coordinator (Full-time)***

*Mar 2024 - Oct 2025*

### Responsibilities:

- Supported communication and promotional campaigns for large-scale industry exhibitions attracting 7,000+ visitors and hundreds of exhibitors.
- Planned and coordinated conferences, seminars, networking sessions, and industry events.
- Coordinated conferences involving 200+ attendees and 6 international speakers from 4 countries.
- Managed speaker communication, attendee registration, schedules, and stakeholder coordination.
- Supervised on-site event operations including volunteer management, guest support, audiovisual setup, and logistics.
- Collaborated with sponsors, partners, vendors, and internal teams to ensure successful event execution.

### Key Achievements:

- Successfully coordinated large-scale exhibitions and conferences.
- Led operational execution for international speaker programs.
- Managed multiple stakeholders under tight event deadlines.

## **CHIP CHIP EDUCATIONAL TECHNOLOGY JSC**

**Hanoi, Vietnam**

***Technical Support Specialist (Remote)***

*May 2022 - Oct 2025*

### Responsibilities:

- Managed technical support operations for approximately 250 online English classes per 4-hour shift.
- Provided real-time support to teachers, students, and parents regarding technical and operational issues.
- Monitored class delivery and resolved technical problems to ensure uninterrupted learning experiences.
- Coordinated with internal teams to address recurring issues, improve service quality.
- Handled multiple support requests simultaneously while maintaining responsiveness and accuracy.

### Key Achievements:

- Supported high-volume online learning operations in a fully remote environment.
- Maintained service quality while handling large-scale daily support activities.

**GEAR INC.**

**Hanoi, Vietnam**

*Customer Support & Content Moderation (Part-Time)*

*Dec 2022 - Mar 2024*

Responsibilities:

- Managed up to 100 customer support tickets per 6-hour shift through email communication.
- Investigated and resolved user inquiries while maintaining service quality standards.
- Reviewed user-generated content and enforced community guidelines through moderation activities.

Key Achievements:

- Consistently handled high ticket volumes while maintaining response quality.
- Developed strong written communication and issue-resolution skills.

## **VOLUNTEER EXPERIENCE**

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**HANOI FREE PRIVATE TOUR GUIDE**

**Hanoi, Vietnam**

*English-speaking tour guide*

*Oct 2020 - Aug 2024*

- Led nearly 100 walking tours for international visitors in Hanoi.
- Supported and accompanied more than 200 international travelers.
- Shared insights on Hanoi's history, culture, and local lifestyle.
- Ensured guest safety, comfort, and positive travel experiences.

## **LANGUAGE**

- **Vietnamese:** Native
- **English:** Professional Proficiency (IELTS 8.0)