CURRICULUM VITAE

Nguyen Thuy An

Sales Executive

Gender: Female

Date of birth: 8th June 1987

Family Status: Single

Address: 123 Nguyen Trai Street, Thanh Xuan District, Hanoi

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CAREER OBJECTIVE

Having a good job. Becoming good Manager in 2 coming years.

I believe that there are always new things to learn and that learning never stops as long as an individual is given the opportunity. I take every opportunity to upgrade my skills.

WORKING EXPERIENCE

Above 5 years

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| *July, 2016 to Present* | **Golden Silk Boutique Hotel**  *Sales Executive*  • Seeking for cooperation with travel agent companies.  • Establish and maintain close relationships with established clients and continually explore new business opportunities.  • Sending weekly sales call account, sales planner  • Supporting sales online staff.  • Working with charter companies such as Anex, Pegas, Odeon, Beautiful Holiday, Follow me…  • Advertising the property on the Internet.  • Responding to the incoming call and email.  • Negotiating on price, specifications… with guest.  • Handling guest’s request and complaint, cooperating with other departments to solve it.  • Doing reservation tasks.  • Handling other duties as assigned. |
| *July, 2014 to Jun, 2016* | **HC Hospitality Group**  *Assistant Director of Sales & Marketing*  • Organizing of the Sales & Marketing department which included, market segmentation, contract rate policy.  • Developing a business plan and sales strategy for the in charge market segments that ensures the attainment of hotel goals and profitability.  • Suggesting strategy regarding revenue management, yield and pricing in the different marketing, to optimize the room occupancy and revenue.  • Submitting weekly sales call accounts, sales call planner and reports in details of business pending as hotel’s policy.  • Taking care the prospective clients, where possible combining this with visits to existing satisfied customers.  • Working closely with the related operation departments on all details for a prospective new contact and gain the repeatedly their supports ensuring guest's requests  • Up-keeping of a client and agent database, updating where necessary to allow effective promotions.  • Working with online travel agents such as booking.com, agoda, expedia, traveloka, ctrip, chudu24, mytour.vn,…  • Negotiating on price, specifications with charter companies such as Anex, Pegas, Odeon, Beautiful Holiday, Fashion…  • Advertising the property on the Internet.  • Responding to the incoming call and email.  • Handling guest’s request and complaint, cooperating with other departments to solve it.  • Handling other duties as assigned. |
| *January, 2011 to August, 2014* | **Hanoi Red Tour**  *Sales and Tour Operator*  • Advertising services on the Internet.  • Responding to the incoming call and email.  • Recommending customers to book tours and other services.  • Planning tour program for customers.  • Booking of guides, transportation, hotel rooms and various reservation and itinerary for inbound customers and tourist guide also. |

EDUCATION

Major: Tourism

Hanoi Open University

2014 - Good

English - Very good

MS Office: Good

ADDITIONAL SKILLS

• Team work.

• Proactive, decisive, innovative work.

• Ability to work independently.

• Communication skills, negotiation and convincing customers well.

• Can work under high pressure.

HOBBIES

English, reading, communicating, traveling,...

REFEREE

Mr. John

General Manager - Golden Silk Boutique Hotel– 0123456789 – john@abc.com

I assure that the information provided is true and correct!