CURRICULUM VITAE

Nguyen Thuy An

Sales Executive

Gender: Female

Date of birth: 8th June 1987

Family Status: Single

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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!