

# VÕ TRÁC ANH THƯ



## CONTACT INFORMATION

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## EDUCATION

### FOOD TECHNOLOGY ENGINEER

**University:** Ho Chi Minh City University of Technology

**Department:** Institute of Biotechnology and Food Technology

**Major:** Food Technology

## OBJECTIVES

Aspiring to discover job opportunities, acquire knowledge, and enhance my personal growth.

Contributing to the company's progress through my work and actively seeking avenues for professional advancement.

## SKILLS

Time Management  
Adaptivity  
Teamwork  
Microsoft Office

## CERTIFICATE

Microsoft Office  
Cambridge B2

## HOBBIES

Travel

## EXPERIENCES

### CHÌ LÁ SHOP

Dates: April 2022 - January 2024

Position: Customer Care Staff - Warehouse Management

Description:

#### ❖ Customer Care:

- Worked directly with over 100 of the company's major dealers nationwide. Created purchase orders, requested deliveries, monitored and resolved order-related complaints.
- Liaised with freight companies. Tracked order journeys to ensure quality and timely receipt by Dealers. Received orders that encountered problems during transport and proposed solutions for complaints and compensation with freight companies and customers.
- Monitored customer debts and proceeded with debt collection. Reconciled debts with customers.

#### ❖ Warehouse Management:

- Utilized warehouse management software (KiotViet) to streamline inventory control, order fulfillment, and warehouse operations for over 1,000 items.
- Performed quality checks on incoming goods, managed outgoing goods quality and quantity.
- Managed inventory and proposed timely goods deliveries.
- Liaised with the company's suppliers.
- Generated comprehensive monthly inventory reports to maintain accurate stock levels and identify opportunities to optimize inventory management. Ensured goods had minimum inventory levels.
- Labelled and picked goods. Organized goods according to regulations. Checked expiry dates of products in the warehouse.
- Delegated tasks appropriately to other warehouse members, ensured smooth and efficient work progress. Ensured goods were delivered to customers on time and at the right quality.

### THE BEAUTY KIWI COMPANY

Dates: October 2021 - April 2022

Position: Operations Staff

Description:

- Entered order and customer information into Excel files, created orders on the system, delivered goods, resolved order-related issues and customer complaints about service and products.
- Managed warehouse, checked the quality of incoming goods, managed inventory levels. Reported weekly and monthly inventory statistics. Processed daily inventory. Organized goods according to regulations.
- Liaised with relevant partners regarding supply and transport.

### KIM PHUONG LONG JOINT STOCK COMPANY

Dates: July 2020 - September 2020

Position: Intern

Description:

- Learned about the product production process, from receiving raw materials to storing them in the warehouse. Processed raw materials and introduced them into the production process.
- Participated in various stages of the production process (soaking rice, removing cakes, categorizing cakes, packaging).

### ONLINE BUSINESS

Dates: April 2020 - April 2021

Position: Sales

Description:

- Sold shoes and beauty products.
- Developed ideas for posts on sales pages, took attractive and appealing product photos.
- Responded to customer comments and messages. Consulted on products that matched customer needs. Created orders, packaged goods, and delivered them to the transport company.