

PHAM THI TUYET ANH

Senior Customer Service Executive

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PROFESSIONAL SUMMARY

Results-driven Customer Service & Commercial Operations Professional with 15+ years of experience across multinational companies including DKSH, Maha Chemicals, and Getz Bros. Experienced in end-to-end order management, supply chain, import/export, logistics, inventory, and receivables. Proficient in SAP Business One (SAP B1), Microsoft Dynamics NAV (Navision) ERP, Bitrix24 CRM, with strong cross-functional coordination and process improvement skills. Recognized for delivering reliable operational execution, improving workflow efficiency, and maintaining high customer satisfaction.

CORE SKILLS

• Customer Service & Commercial Operations

- Customer Account Management & Relationship Management
- End-to-End Order-to-Delivery Management
- Order Processing, Fulfillment & Delivery Coordination
- Customer Complaint Resolution & Retention
- Contract Administration & Compliance
- Sales Support & Cross-functional Coordination

• ERP & Business Systems

- SAP Business One (SAP B1)
- Microsoft Dynamics NAV (Navision) ERP
- Bitrix24 CRM
- Microsoft Office (Advanced Excel, Word, PowerPoint)

• Supply Chain & Logistics

- Inventory Control & Quarterly Stock Reconciliation
- Import & Export Operations Coordination
- Export Operations & 3PL Management
- Shipping, Customs & Trade Documentation
- Shipment Tracking & Delivery Coordination

• Leadership & Process Improvement

- Cross-functional Collaboration (Sales, Warehouse, Logistics & Finance)
- Team Onboarding, Coaching & Task Allocation
- Workflow Optimization & Process Improvement
- Problem Solving & Operational Support

PROFESSIONAL EXPERIENCE

GETZ BROS & CO. (VIETNAM)

Feb 2025 – May 2026

Senior Customer Service Executive

- **Order Management & Processing Accuracy:** Processed customer orders accurately across both North and South regions, ensuring timely coordination with internal stakeholders.
- **Order & Inventory Monitoring:** Monitored order status, inventory availability, and fulfillment progress to minimize operational disruptions.
- **Fulfillment Execution:** Ensured timely and accurate delivery fulfillment aligned with customer requirements and service expectations.
- **Receivables Coordination:** Coordinated with Accounting to monitor customer receivables and ensure payment clearance before order release.

- **Import & ETA Tracking:** Collaborated with the Import team to track ETA & ETD, proactively communicating expected delivery schedules to the Sales team and customers to support urgent order fulfillments.
- **Export & Drop-shipment Operations:** Processed domestic on-spot and overseas export orders, including drop-shipment containers direct from port to customers and related shipping documentation.
- **Peak Season Procurement Support:** Supported the Import team during peak seasons by processing purchase orders and coordinating with suppliers on order confirmations, delivery schedules, and shipping documentation.
- **Sales & Account Support:** Assisted the Sales team with creating new customer accounts in the system as well as reviewing customer payment terms.
- **Compliance & Contract Administration:** Supervised the preparation and control of sales contracts, framework agreements, and chemical compliance documentation, ensuring adherence to company policies.
- **Demand Planning & Inventory Control:** Monitored and collected historical data and demand forecasts to inform the Purchasing team for timely Purchase Order (PO) creation.
- **Inventory Level Management:** Monitored inventory levels to ensure stock availability while minimizing overstock and stock shortage risks.
- **Inter-warehouse Transfers:** Responsible for internal transfer stock between North and South warehouses to manage inventory shortages and imbalances.
- **Workflow Bottleneck Reduction:** Improved cross-functional coordination between Sales, Warehouse, Finance, Logistics, and transport to help reduce delivery bottlenecks.
- **Stock Reconciliation & Audits:** Coordinated quarterly physical inventory counts and reconciled stock data between physical inventory and Navision ERP system.
- **Logistics Cost Reconciliation:** Reconciled monthly logistics costs, including transportation, warehouse rental, and service charges with relevant departments.
- **Financial & Billing Documentation:** Collected and submitted delivery notes, shipping documents, and logistics invoices to the Accounting department for payment processing.
- **Audit Process Support:** Coordinated with the accounting team during audit processes by providing required documentation and records.
- **Team Onboarding & Coaching:** Delivered onboarding and training sessions for new employees on operational processes, best practices, and system workflows.

MAHA CHEMICAL JOINT STOCK COMPANY

April 2016 – February 2025

Customer Care Senior

- **Order Management & SAP Data Accuracy:** Processed customer orders accurately in SAP, managing customer data, master records, and vendor codes to maintain system integrity.
- **Logistics & Delivery Coordination:** Coordinated delivery schedules and resolved delivery and operational issues directly with driver, warehouse, and logistics teams.
- **Customer Satisfaction & Feedback:** Conducted phone surveys and customer visits to understand expectations, measure satisfaction, and improve service levels.
- **Sales Reporting:** Generated monthly sales reports for internal management and external stakeholders.
- **Purchase Orders & Supplier Coordination:** Processed POs accurately, follow up on goods arrival/unloading, and coordinated with suppliers regarding confirmations, delivery schedules, and technical documentation (PI, COA, MSDS, packing list).
- **Sample Management & Expiry Control:** Managed inbound/outbound sample processes for sales and customers; monitored and cleared expired/damaged samples on a quarterly basis.
- **Shipping Documentation:** Prepared and verified shipping documentation including Bill of Lading, Shipping Instructions (SI), and Debit/Credit Notes.
- **Inventory & Audit Reconciliation:** Analyzed historical demand forecasts to inform purchasing, monitored stock levels, and led quarterly physical counts reconciled against SAP.

Honors & Awards at Maha:

- **The Top Score of Diamonds of All Group** (2022)
- **Excellent Individual Reward** (2022)

DKSH VIETNAM LIMITED COMPANY

May 2007 – December 2015

Senior Customer Care

- **High-Volume Call Operations:** Handled ~80 customer calls per staff member monthly, including onboarding new clients, presenting product info, and managing account retention.
- **Retention Strategy Improvement:** Devised and implemented a persuasive customer retention tactic that successfully reduced cancellation rates by 5%.
- **SAP Order & AR Management:** Proficiently processed sales orders and AR invoices in SAP, ensuring high data accuracy and smooth workflow execution.
- **Team Coaching & Onboarding:** Trained new staff on CRM & IMind systems; evaluated performance and coached staff who fell below standard call criteria.
- **Cross-Functional Collaboration:** Partnered with Finance, Trade Marketing, IT, Logistics, and Delivery teams to maintain smooth daily operations and resolve customer complaints.
- **Multi-Channel Order Approvals:** Approved and processed orders received via fax, email, PDA, and Web for the OPU team while ensuring promotional programs were correctly applied.

EDUCATION

Binh Duong University

Bachelor of English | Graduated: November 2006