

NGUYỄN HUY KHÁNH



EXPERIENCE

Customer Service Representative (Remote)

Binance

06.2024 - 10.2025

- Delivered remote customer support via chat and ticketing systems
- Handled user enquiries, issue resolution, and case follow-ups
- Maintained accurate records and followed strict operational guidelines
- Documented interactions and ensured accurate updates in internal systems

Financial Consultant (Bancassurance channel)

Hanwha Life - Vietbank Project

10.2022 - 05.2024

- Responded to customer enquiries and provided clear product information
- Coordinated appointments, follow-ups, and onboarding tasks
- Maintained clean and up-to-date customer databases
- Assisted sales teams with administrative and reporting tasks

Sales Team Manager (Agency channel)

Dai-ichi Life Insurance Company

03.2016 - 12.2021

- Generated new leads via Google Ads & SEO
- Supported daily sales operations for a team of advisors
- Assigned and tracked leads, follow-ups, and performance metrics
- Scheduled meetings, training sessions, and internal activities
- Maintained structured sales records and reports
- Ensured compliance with processes and documentation standards

Insurance Sales Agent (Agency channel)

Dai-ichi Life Insurance Company

03.2015 - 03.2016

- Generated new leads via Google Ads & SEO
- Contacted potential customers and handled initial enquiries
- Scheduled appointments and supported policy enrolment
- Maintained customer records and follow-up logs

SUMMARY

Sales and administrative professional with 10 years of experience in customer communication, enquiry handling, scheduling, lead tracking, and database management.

PERSONAL INFO

 13.05.1991

 huykhanh1305@gmail.com

 +84 909 619 489

 [Nguyễn Huy Khánh](#)

 <https://netbaohiem.com>

SKILLS

- Customer Enquiry Handling
- Sales Support & Follow-ups
- Lead Tracking & CRM Updates
- Remote Work
- Written Communication
- Database & Record Management
- Live Chat & Ticketing Systems
- MS Word, Excel, PowerPoint
- English (Excellent at reading & writing; basic verbal communication)
- Google Ads, SEO & Content

EDUCATION

- 2012: Bachelor's Degree in Human Resource Management - University of Economics Ho Chi Minh City (UEH)
- 2013: 735 TOEIC.