**[Sales Representative Team](https://www.postjobfree.com/resume/ad12j1/sales-representative-team-chicago-il)**

**Location:**Chicago, IL

**Posted:**December 18, 2023

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**Resume:**

Quoc Viet TRAN

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Email: tranquocviet77@yahoo.com

Personal Information

Age 46 years old

Nationality Vietnamese

Gender Male

Marital status Married

Academic Qualifications

From 1983-1988 Me Linh School

From 1988-1992 Le Quy Don Secondary School

From 1992-1995 Le Quy Don High School

From 1995-2000 Economic University (Administration in Tourism) From 2006-2007 Master of International Business – Curtin Technology Uni. Short-term courses Basis selling skills (Forum International Training) Amadeus Sales Practice (Bangkok)

Selling Amadeus Solutions (Bangkok)

How to build a winning sales team (Bangkok)

Finance for sales success (Bangkok)

Account Retention & Development (Bangkok)

Train the Trainer

Customer Services

Havard Manage Mentor Program

Working Experiences

Current:

From Jan 2023 to now

Before

From July 1999 to August

2003

United Airlines - Reservation & Sales Representative

- Make new air ticket reservation. Modify existing reservations. Upsell to Premium products, services Duxton Hotel Ho Chi Minh City – Assistant Director of Sales

- Responsible for sales of rooms, food & beverages outlets, health club, meeting facilities and services

- Manage, train and develop sales team of 8 members

- Conduct sales trip to maintain, develop sales network

- Report to GM for all sales matters

- Standardize sales process, enhance sales effectiveness

- Solve customers’ problems, issues

From January 2004 – April

2004

Southern Airports Services Company (Travel Agent) – Manager Inbound Section

- Responsible for sales of incoming tourist from all flights to Tan Son Nhat Airport, including hotels, tours, visa…

- Conduct sales trip to maintain, develop sales network

- Report to GM for all sales matters

From April to November

2004

Sheraton Saigon Hotel & Towers – Sales Manager (Corporate

& Executive Residences)

- Responsible for sales of hotel rooms, meetings, convention, serviced apartment, office for rent…

- Manage corporate accounts (banking, insurance, NGO, engineering…)

- Report to Director of Sales and Marketing

From November 2004 –

December 2007

GSA Director of Sales – United Airlines, British Airways, Shanghai Airlines, All Nippon Airways, Korean Air, Amadeus…

- Responsible for sales of 9 airlines, and Amadeus travel agents air booking

- Train and coach the new sales member (18 sales, 6 groups)

- Standardize sales process, procedure, qualities control

- Report to Director

- Enhance sales efficiency

- Maintain relationship to customers’ network (travel agents, tour operators, corporate, passengers…)

- Maintain relationship, representative as airlines’ requirements

January 2008 – November

2021

Director VN Travel Management Corporation

Director US Travel JSC

Profile

Good at leadership, business analysis & development Retain customer networks and enhance internal working environment Great team work player

Experienced at coaching new comers and class-room training for sales courses. Experienced at working in fast-paced and demanding environments. Experienced at working in international environment. Ability to multi-task effectively.

Good communication, organizing and team-building skills. Highly proficient in several computer programs including Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Internet Explorer,

Good at speaking and writing English.

Intermediate level in French.

Objectives

Finding a position in hospitality or services field, where my experience and ability will be fully utilized and my motivation in this field is obtained. Hobbies

Tennis, table tennis, piano playing, photography, travel References

Ms. Leanne Harwood

IHG Group

leanneharwood@hotmail.com