



## Phyo Pyae Than Win

### Customer Service



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phyopyaethanwin@gmail.com



Yangon, Myanmar.

#### PERSONAL INFO

DOB : 12 June 1997

Passport No : MI273258

Nationality : Myanmar

Salary : AED 3500 (Nego)

Availability : Immediately

#### SOFTWARE SKILLS

- MS Office (Word, PowerPoint, Excel, Outlook)
- ERP Software (MS Dynamic Nav)
- Figma, Canva

#### LANGUAGES

- Myanmar Native
- English Advance

#### OBJECTIVE

Pursuing an engaging role in Customer Service within U.A.E's dynamic market. With seven years of extensive experience across diverse industries, I aim to leverage my expertise in excellence service, client relationship building, and project management to drive strategic growth and foster lasting partnerships. My objective is to contribute innovative solutions and collaborate with teams to achieve mutual success in U.A.E's competitive business landscape.

#### EDUCATION & QUALIFICATIONS

- **International Business School of Scandinavia:** Master's Degree in Business Administration (4.6GPA)
- **Dagon University:** Bachelor's Degree in Mathematics (3.9 GPA)
- **IQN Global:** Diploma in Business English

#### EXPERIENCES

##### Assistant Operation Manager

Feb 2021 - Till Now

##### Mo Mo Ventures Finance Co., Ltd

- Lead the branch operation team to align with organizational goals.
- Ensure all operations are conducted in an appropriate, cost-effective way.
- Improve operational management systems, processes, and best practices.
- Purchase materials, plan inventory, and oversee warehouse efficiency.
- Hire and train employees, coordinate work schedules, and develop working relationships with front and back-office staff.
- Plan, coordinate, and execute the operations smoothly and efficiently.

##### Front Office and F&B Executive

Feb 2020 – Feb 2021

##### Information Matrix Co., Ltd

- Supervising and leading the front office team to provide service to guests.
- Managed 50 check-ins per day and coordinating well with guests' needs.
- Trained 10 new staff in front office operations with a special focus on guest service and professionalism.
- Managing reservation, replies on emails, handling calls and communication.
- Successfully handled many government events for over 300 guests.
- Coordinating event dining setups and serving food and beverages to guests.
- Managing inventory and restocking of dining essentials.

##### Customer Service Officer

Feb 2018 – Feb 2020

##### Consumer Good Myanmar Co., Ltd

- Cleaning up to 15 stores and storage materials per day.
- Maintaining and cleaning consumer goods stored in container boxes.
- Restocking all supplies such as cleaning and washing tools.
- Greeting Customers, Partners, and handing out menu catalogs.
- Conducted prospecting via cold calling and email campaigns.
- Built and managed client relationships for satisfaction and loyalty.

## HARD SKILLS

- Front End Operation
- Customer Service-Oriented
- Customer Focus Leadership
- Team Development and Training
- Store Operation
- Sales and Margin Improvement
- Conflict/Complaint Resolution
- Retail Operation Management
- Cost-Reducing Strategies

## SOFT SKILLS

- Communication Skills
- Networking Skills
- Relationship-building
- Negotiation Skills
- Adaptability Flexibility
- Problem-Solving Skills
- Persuasion Skills
- Time management Skills
- Resilience

## CAREER STATEMENT

Throughout my career journey, I have accumulated seven years of rich experience across various sectors, honing my skills. My background equips me with a deep understanding of market dynamics and a proactive problem-solving approach.

I am driven by a passion for innovation and continuous improvement, with a track record of exceeding performance targets and fostering trust among clients.

I affirm the accuracy of the provided information to the best of my knowledge and belief.

## PROJECTS

## MO MO VENTURES FINANCE CO., LTD

## Collaboration Project with Frontiir

### March 2023 – Present

- Managed collaborations and market research for new product.
- Led profitable pilot project completion.
- Directed new loan product launch and negotiations.
- Contributed to successful market entry and resonance.

## Launching Loan Product for Wave Money

**Nov 2023 - Present**

- Facilitated collaboration and market research for product launch.
- Orchestrated new loan product launch post-pilot project.
- Led commercial rate negotiations for mutual benefit.
- Contributed successful product integration, enhancing customer experience.

**INFORMATION MATRIX CO., LTD**

## 7Days Journal and Newspaper and 7Days TV

Feb 2020 - Feb 2021

- Curated and delivered sales activities via digital channels.
- Executed marketing initiatives to promote the TV channel and its content.
- Contributed to enhancing visibility and audience engagement for 7Days TV.
- Ensured timely and engaging updates for audience and partners.

## Event/Exhibition Services

Feb 2020 - Feb 2021

- Lead and oversee all aspects of event/exhibition projects from conception to completion, including Front Office and F&B operations.
- Executed promotional campaigns, enhancing brand visibility.
- Venue selection, setup, and teardown, coordinating with Front Office for guest services and F&B for catering requirements.
- Served as the main point of contact for clients, addressing concerns and providing regular updates on Front Office and F&B arrangements.

**CONSUMER GOOD MYANMAR CO., LTD**

## Super CoffeeMix & One Stop Supermarket

Feb 2018 - Feb 2020

- Strategically planned store layout, selection, and pricing strategies.
- Implemented robust inventory management systems to optimize stock levels.
- Led recruitment and training to build a customer-focused sales team.
- Coordinated with vendors, campaigns, and exceeded sales targets.

**OK \$ Mobile App/ OK Taxi Mobile App**

Feb 2018 - Feb 2020

- Facilitated communication between cross-functional teams for product launch.
- Coordinated with developers to implement additional app features.
- Collaborated effectively to contribute to app evolution.
- Ensured alignment with project goals.



**MO MO VENTURES FINANCE COMPANY LIMITED**

Unit# 611~620, level 6, STRAND SQUARE

No.53, Strand Road, Pabedan Township, Yangon Myanmar

Tel: +95 (0)1 2307325, 2307326

Ref:005/MMF-HR/2024

Date:4 April 2024

To Whom It May Concern:

Subject: Employment Recommendation Letter

This is to certify that **Mr.Phyo Pyae Than Win** is an employee at Mo Mo Ventures Finance Co.,Ltd under Kanbawza Group and is working as Assistant Operation Manager Since 18 February 2021 at Business Unit Department – Head Office.

His current gross salary is 1,300,000 kyats per month.

If you have any questions regarding his employment, please contact to HR & General Affairs Department and you can also feel free to reach me at +959443734575.

Sincerely,

Mrs. Moe Moe

Deputy General Manager

HR & General Affairs Department