Nyan Wai Phyo

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No.552, Panita Street, East Ywa Ma, Insein,

Yangon.

# Objectives and Capabilities

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* To secure a promising position that offers both a challenge and a good opportunity for growth.
* To work in a challenging position with progressive organization
* To utilize my working experience, professional skills, and creativity.
* To build my career in accounting field by utilizing all of my hard work and previous experiences.
* To work cooperatively with colleagues as well as independently.

# Personal Information

Nationality Myanmar

Race Burmese

Gender Male

Date of Birth 22nd May 1983

Marital status Married

Father’s name U Kan Nyunt

Religion Buddhist

Passport No. MA303586

Languages English & Arabic

# Education Background

* + **B.A (History)**
		- Western Yangon University Of Distance Education

# Professional Certificate

## Diploma in Business Management & Administration Course (ICM, UK) (Strategy First University)

* + **Diploma in Sales & Marketing (ABE, UK)**
	+ **F & B Service from Kandawgyi Hotel , Yangon , Myanmar**
	+ **Microsoft Office System (Course Completed Certificate)**

**Employment History with Work Behaviors And Responsibilities**

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| **Jan 2011 – Dec 2011** | **Service Personnel** |
|  | **Chatrium Hotel Yangon** |
|  | **Responsible in Customer Service*** Provide hospitality to Guests.
* Ongoing table maintenance.
* Making the guests feel welcome.
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| **Aug 2012 – Mar 2013** | **Customer Service Representative** |
|  | **Funcity Landmark Group, U.A.E** |
|  | **Responsible in Customer Service Field.**-Responsibilities to handle customer inquiries, complains and service requested.-Handle angry callers, repair trust, locate resources for problem resolution. |
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| **Mar2013 to June 2014** | **Customer Service Supervisor** |
|  | **Funcity Landmark Group, Sohar, Oman** |
|  | **Responsible in Customer Service Field.**-Provide excellent customer service to get customer satisfaction.* Responsibilities to handle customer inquiries, complains and service requested.
* Handle angry callers, repair trust, locate resources for problem resolution.
* Interface daily with internal partners in fields services, operations.
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| **Aug 2014 to Jul 2017** | **Admin Officer** |
|  | **Zin Htet Construction and Transportation Co.,Ltd** |
|  | **Responsible in Admin Executive**-Answer calls from customers regarding their inquires and direct phone calls.-Maintain contact lists.-Provide general administrative and clerical support including mailing, scanning, faxing and copying to management.-Schedule and coordinate meeting, appointments and travel arrangement for Director and Managers.-Assist in resolving any administrative problems.-Perform data entry and scan documents.-Maintain electronic and hard copy filing system.-Order office supplies and maintain office supplies for department. |

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| **Aug 2017 to Oct 2019** | **Assistant Sales & Distribution Manager** |
|  | **Fintech Myanmar Co.,Ltd** |
|  | **Responsible in Assistant Manager**-Prepare routing plan and arrange ways for sales staffs-Coordinate daily customer service operations**-**Track the progress of weekly, monthly, quarterly and annual objectives**-**Evaluate employee performance and identify hiring and training needs**-**Supervise and motivate staff to perform their best**-**Coach and support new and existing Sales Associates**-**Suggest sales training programs and techniques**-** Communicate with clients and evaluate their needs Analyze consumer |

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| --- | --- |
|  | behavior and adjust product positioning Handle complaints from customers* Provides sales vs. projection results by preparing and forwarding sales tracking reports.
* Maintains customer database by inputting customer profile and updates; preparing and distributing monthly reports.
* Prepares sales presentations by compiling data; developing presentation formats and materials.
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| **Nov 2019 to Present** | **Sales Executive** |
|  | **Aya Bank ( Consumer Banking Dept;)** |
|  | **Responsible in Sales Executive**-B2B POS service to merchants.-Manage key POS and partnership account.-Organize regular merchant meetings to discuss for their requirements.-Coordinate daily customer service operations**-**Responsible to meet the monthly/weekly targets assigned by the management.**-**Coach and support new and existing Sales Associates**-**Suggest sales training programs and techniques**-** Communicate with clients and evaluate their needs Analyze consumer behavior and adjust product positioning Handle complaints from customers**-** Acquire Customers for Home Loan from external or dealers/agencies.**-** Ensure proper guidelines to branches and documents of customers collected by branches.**-** Ensure arrange the documents and pass to Loan Dept; and follow up the processes till the disbursement done. |

**PROFILE**

* + Highly organized , dedicated with a positive attitude .
	+ Self-motivated , independent and able to solve problem quickly and accurately.
	+ Able to identify priorities .
	+ Proficient in using available resources effectively .
	+ Knowing own limit and copying well under pressure .
	+ Able to establish and maintain smooth working relationship with people in multi- disciplinary team and work as a good team player .
	+ People-oriented person with strong interpersonal and communication skill .
	+ 8 years experience in customer service fields.

# Other Information

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| Availability | ; | One month noticed |
| Expected salary | ; | Negotiable |