

Daisy (Huyen) Nguyen

B2B Account Manager | Customer Service & Order Operations – Manufacturing & Supply Chain | Remote

Bac Ninh, Vietnam (GMT+7) · Remote: full-time or contract · huyenqt3tueba@gmail.com · +84 352 762 134 · linkedin.com/in/daisy-huyen-nguyen-b09133376 · nguyenthihuyen.pages.dev

SUMMARY

B2B account manager with 9+ years owning international manufacturing accounts end to end: quotation, order, delivery, quality claims and repeat business. Managed 20+ accounts worth ~US\$20M a year with 99.5% on-time delivery, 8-hour response and 24-hour complaint resolution; kept a global electronics OEM at an A+ vendor rating for 7 straight years and grew export revenue 180%. Works daily in English with customers and partner sites across Asia, Europe and Latin America.

SKILLS

Account management: customer success, client onboarding, account retention, account expansion (upsell), escalation and complaint management, stakeholder management, vendor scorecards

Operations: order-to-cash (quote, order, delivery, accounts receivable), cross-functional coordination (sales, QC, production, logistics), demand forecasting, export documents, Incoterms, T/T, L/C

Quality: root-cause and corrective action (CAPA) follow-up, inspection reports, PPAP, Run@Rate, IMDS, AQL, ISO 9001 audits

Tools: Excel, Google Workspace, ERP, CRM, Notion, ChatGPT, Claude, workflow automation (Cloudflare Workers, Telegram bot)

EXPERIENCE

Sales Executive – Export & Key Accounts

Sep 2025 – Present

Brother Viet Nam Fastener JSC · Bac Ninh, Vietnam

- Manage 20+ automotive and motorbike B2B accounts (~US\$1.5M annual revenue) from RFQ to delivery and payment; grew monthly active accounts 10%.
- Reduced customer quality claims 20% by handling complaints and inspection reports, driving corrective actions with QC and production and closing the loop with each customer.
- Onboarded the first EU customers within two quarters with a fixed quote-and-reply routine and pre-shipment checks; zero quality disputes on first orders and EU revenue up 50% from month one to month two.
- Prepare PPAP, Run@Rate and IMDS submissions and support customer audits.

Freelance Sourcing & Market Research Consultant

Aug 2026 – Present

Self-employed (Fiverr) · Remote

- Delivered market research and supplier checks for a US and an international client in 7 and 3 days; on time, with a 5-star review.

Sales Unit Leader

Jan 2019 – Aug 2025

Sungwoo Vina Co., Ltd (component supplier to a global electronics brand) · Bac Ninh, Vietnam

- Retained the key global electronics account at an A+ vendor rating for 7 consecutive years (2016–2025, including the Seojin role).
- Managed 20+ accounts worth ~US\$20M in annual revenue; grew export revenue 180% and the customer base 20%.
- Expanded share of the key account during COVID-19 by securing backup-supplier status, scaling output to 210% of pre-COVID level.
- Ran the full order cycle at 99.5% on-time delivery, replying to customers within 8 hours and resolving complaints within 24 hours; coordinated in English with partner sites in India, Brazil and Indonesia.

Sales Operations Assistant

Oct 2016 – Dec 2018

Seojin System Vina Co., Ltd (component supplier to a global electronics brand) · Bac Ninh, Vietnam

- Handled order tracking with production, quotations and customer inquiries.

PROJECTS & CERTIFICATION

- Built AI workflows (Telegram assistant on Cloudflare Workers, automated report consolidation) that cut daily reporting time from 5–6 hours to 1–2 hours (2026).
- AI Assistant for Professionals – Agent Boss × John Academy (Oct 2026).

EDUCATION & LANGUAGES

Bachelor of Business Administration – Thai Nguyen University of Economics and Business Administration (2016)

Vietnamese (native) · English (professional working proficiency) · Chinese (basic)