

**Great opportunities for Fresh Graduate**

**THE COMPANY**

Shinhan Bank is one of the leaders in Korean financial institutes with more than 100 years of traditional prestige. We have more than 1,000 inbound branches and the largest customer base in Korea, and 50 networks in 14 countries.

In Vietnam, we are one of the biggest foreign owned banks with 30 branches and Transaction Offices in Ho Chi Minh, Hanoi, Bac Ninh, Dong Nai, Binh Duong, Hai Phong and Thai Nguyen.

**THE POSITION**

We are looking for high motivated and energetic fresh graduates to work in our Contact Center in District 7. The **Contact Center Officer** role is responsible for providing Shinhan’s customers with support and consultancy in the full products/ services.

The key responsibilities include:

* Provide support and consultancy to Shinhan’s customers
* Identify customer needs and refer to other sales channels
* Ensure high quality service delivering to maximize customer satisfaction

**REQUIRED QUALIFICATION**

* Graduated with bachelor degree in Finance- Banking, Economics, Accounting, Business English, Korean Studies,…
* Demonstrated commitment to customer service and attention to detail
* Proficiency in English (Speaking & Writing)
* Good interpersonal, negotiation, communication, consultancy and presentation skills
* Flexibility in working time.

REMUNERATION AND BENEFITS

* Training and development
* Long-term career opportunities
* Professional and friendly working environment
* Competitive remuneration and benefit scheme

**NGUYEN PHAN BAO HA (Ms) - Human Resources Management Department**

**SHINHAN BANK VIETNAM**

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