



# TRAN HO

## PERSONAL BACKGROUND

Respectful and friendly professional with dynamic problem solving and strong customer service skills. A motivated worker who identifies and seeks opportunities to grow. Never stop learning, work well under pressure, and always eager to learn and to improve

## HIGHLIGHTED SKILLS

- Excellent organizational skills
- Friendly and personable
- Graphic design skills
- Marketing strategy
- Service and Support
- Strong Work Ethic
- Great Attention to Detail
- Team development
- Trend analysis
- Problem solving
- Bilingual (Vietnamese/ English)

## GET IN TOUCH WITH ME

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Apt 102, Sacramento, 95826.

## EDUCATION

**Sacramento State University**  
estimate to graduate in 2024  
BA in human resource management

**FPT Arena University, Ho Chi Minh, VN**  
GRAPHIC DESIGN diploma in advanced, 12/2017

## WORK EXPERIENCE

### Restaurant waitress/ Cash register

*Pho Ru Vietnamese restaurant*

6115 Mack Rd, Sacramento, CA 95823. | 01/2019 to Present

- Cross-trained on restaurant waitress's responsibilities to handle additional duties during peak periods.
- Identified appropriate solutions to minimize issues and quickly solve problems.
- Helped other staff members complete job tasks during peak times to keep the restaurant running efficiently.
- Addressed concerns or complaints quickly to promote customer satisfactory and brought complex issues to management for prompt resolution.
- Frequently communicated with kitchen staff to stay up to date on supply availability and potential customer wait times.
- Operating cash register for example: Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers
- Maintains a safe and clean working environment by complying with procedures, rules, and regulations.
- Contributes to team effort by accomplishing related results as needed.
- Implementing and operating digital platform (Doordash, Grubhub) to increase the business sales during the pandemic.
- Creating and managing social media restaurant account to boost marketing and customers engagement.

### Graphic Design

*FREELANCER WORK (Self-employed) | 05/2019 to 11/2019*

- Designed print materials such as brochures, logos, signs, menu, banners, posters, cards and other communication materials by using technology, example Photoshop, Illustrator, Canva, and more.
- Meet with clients to gain an understanding of what they want their proposed communications to look like. Create or incorporate illustrations, pictures, and designs to reflect the desired theme and tone of the communications.
- Prepared branding packages for new product lines, including point of purchase displays, marketing materials, and product packages.

### Marketing/ Customer service

*SEAFOOD AND WINE STORE (FAMILY BUSINESS)*

*Ho Chi Minh, Vietnam | 02/2016 to 10/2017*

- Maintained high feedback ratings from customers by responding quickly to questions and problems.
- Creating store for products on social media.
- Answered customers' questions and addressed problems and complaints in person and via phone.