

Nguyen Thi Minh Tam

STORE MANAGER

☎ 0393 - 616 - 537 / minh.tam.forbiz@gmail.com
🌐 www.linkedin.com/in/minh-tâm-69285235a
📍 468 Lang Street, Dong Da District, Ha Noi



OBJECTIVE

Dedicated and experienced retail professional seeking the Store Manager position at Circle K. Strong background in retail operations, inventory control, team management, and customer service. Passionate about creating efficient systems and delivering excellent customer experiences aligned with Circle K's 4F standards and contributing to efficient, people-centered store operations.

KEY SKILLS

- Store Operations & SOP Compliance
- Inventory & Merchandising Management
- Staff Training & Shift Scheduling
- Customer Service & Complaint Resolution
- Sales Performance & KPI Management
- Cash Handling & Expense Control
- Promotion Execution & Visual Merchandising
- Microsoft Office (Excel, Word), Email, POS Systems

EDUCATION

- BA in Finance & Banking: Banking Academy of Vietnam (2021–2024) – Good
- BSc in Finance & Banking: University of Sunderland, UK – Second Class Honours (First Division)
- BTEC Level 5 in Business – Pearson UK
- Microsoft Office Certified (Word, Excel)
- the Effect of Corporate Governance on Tax Avoidance: Evidence from Listed Firms in Vietnam. Economic Insights - Trends and Challenges

LANGUAGE:

- Vietnamese: Native
- English: Advanced (UK degree completed)
- Chinese: Intermediate (HSK3)

PROFESSIONAL EXPERIENCE:

HEAD OF SALES

Vinh Ngan Logistics JSC | 12/2024 – Present | Hai Phong

- Managed daily operations of a retail outlet with 10+ staff, ensuring compliance with SOPs, hygiene, and merchandising standards.
- Boosted revenue by 30% through improved product display and in-store promotions.
- Reduced inventory backlog by 20% with effective stock rotation and planogram adherence.
- Handled scheduling, timekeeping, and performance evaluation for team members.
- Resolved customer complaints professionally, ensuring high service satisfaction.

FOUNDER & DIRECTOR

EcoDrink (F&B Startup), Ha Noi/ June 2024 – Present

- Founded and operated a wellness-focused beverage startup with 3 retail outlets in Ha Noi.
- Designed basic SOPs and sales processes, managed store operations and staff.
- Applied CRM tools to improve customer return rate and streamline daily service.
- Developed team culture focused on service quality and consistency.

MINH TAM

STORE MANAGER

EXPERIENCE

Team Lead Intern

SeABank

07/2023 – 06/2024 | Hanoi

- Supported onboarding for 70+ customers using digital banking products.
- Reduced manual workload by 80% through basic automation tools.
- Recruited and mentored 5 interns in telesales and product training.
- Assisted in improving service response time and customer experience.

Business Development Lead

Taseco Human Resources

| 07/2022 – 07/2023 |

Hanoi

- Conducted recruitment and education campaigns in 10+ provinces.
- Partnered with airlines and institutions to streamline hiring.
- Managed outreach, improved training quality and increased candidate pool by 300+.

Store Manager

Vinmart | 05/2021 –

07/2022 | Hanoi

- Boosted store revenue by 30% through visual merchandising and seasonal planning.
- Reduced inventory backlog by 20% with optimized stock rotation.
- Supervised sales team and enhanced service standards.

REFERENCES

- Hoang Lan – Direct Manager at SeABank | 0943 244 588 | lan.h@gmail.com
- Nguyen Xuan Vinh – CEO, Vinh Ngan JSC | 0904 078 437 | vinhpbn@gmail.com