HUYEN VU THI MY

MANAGER - 7 YEARS EXPERIENCE



Basic Information

Birthday 26/06/1993

Nationality Vietnamese

Marital status Married

Gender Female

Languages

English Advanced

Skills

Recruitment

Operation Management

Customer Service Teamwork

Problem Solving

Contact Me

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Phước Hải, Nha Trang, Nha Trang, Khanh Hoa, Vietnam

Education

Ho Chi Minh University of Social Sciences & Humanity

Bachelors - International Relations

08/2011 - 09/2015 (4 years 1 months)

IELTS Ceritificate 7.5

Work History

Restaurant General Manager

McDonald's

03/2022 - 01/2024 (1 year 10 month)

Responsibilities:

- Create a business plan to deliver the restaurant's quality, speed and service as well as sales, people and profit objectives.
- Plan and project monthly P&L; analyze, present and recap results for BOD.
- Coordinate and manage shifts following restaurant's standard to deliver high quality food and excellent customer service.
- Develop and retain talents for restaurant.

Achievements:

- Most impressive participant of SLT Class VC0222 Vietnam
- Certified Learning & Development, People Practices, Staff Scheduling Positioning and Inventory System Management
- Developed 01 Department Manager, 04 Shift Managers, 02 Manager Trainees
- Achieved restaurant's cashflow target in 2024
- Led Nha Trang restaurant to pass Food Safety Audit in 2022 & 2023

Area Manager

Cheng An Dimsum

10/2021 - 02/2022 (4 month)

Responsibilities:

- Manage all staff & ensure Cheng An Nha Trang system operates effectively and legally.
- In charge of all departments including Operation, Sales & Marketing, Customer Service.
- Ensure monthly expenses are in accordance with the allowed limits required by the Board of Directors.
- Manage & improve service standards.

Achievements:

- Created standard operating procedures for all departments.
- Boosted sales revenue over 20% after 2 months of working

Area Manager

An Group Vietnam - Rainforest Coffee

07/2017 - 06/2021 (3 years 11 months)

Responsibilities:

- Supervise a diverse team of over 70 restaurant staff while also managing serving area, bar, kitchen and administrative responsibilities. Create and ensure an ideal working environment for staff.
- Manage ordering foods, beverages and supplies, as well as inventory control and auditing of stockroom.
- Maintain and develop a superb experience for customers.
- Guarantee food/drinks quality and 100% customer satisfaction by auditing menu item and F&B service performance.

Achievements:

- Effectively managed 2 locations of Rainforest Coffee in Nha Trang over 4 years.
- Attained 5th rank on TripAdvisor in Nha Trang Best Restaurant category.
- Well-maintained safety and food quality standards.

Marketing Executive

California Fitness & Yoga Centers

11/2015 - 04/2017 (1 year 5 month)

Responsibilities:

- Manage and coordinate all marketing, advertising and promotional staff and activities within the clubs.
- Monitor, review and report on all marketing activities and results.
- Deliver marketing activities within agreed budget.

Achievements:

- Organised over 15 internal events/workshops to boost club revenue and generated more than 200,000 USD.
- Secured 26 new partners for trade promotion & distributed 54,000 gift certificates to the market.
- Led 15 activation booths and generated over 50,000 customers database.