



Chau Dang

Personal

Name	Chau Dang
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Date of birth	28-10-1991
Gender	Female
Marital status	Single
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Resume objective

During my work, I have been cultivating soft skills such as the ability to communicate, persuade, and give presentations. I am an energetic, ambitious person who has developed a mature and responsible approach to any task I undertake or any situation I am presented with. The work I've done may be related to my major or not, but I always see it as a challenge that I will try to overcome.

Work experience

Administrative Team Leader <i>Central Retail Viet Nam</i> <ul style="list-style-type: none">• Support frontline staff in resolving administrative issues affecting customer service.• Handle customer inquiries related to administrative matters when necessary.• Manage store documentation, including invoices, contracts, and internal reports.• Ensure compliance with company policies and government regulations.• Maintain store records and update databases as needed.• Coordinate with suppliers and service providers for office needs.• Assist in recruiting, onboarding, and training new employees.• Monitor staff attendance and manage timekeeping systems.• Monitor store expenses and support budget control.• Prepare reports on administrative performance and suggest improvements.	2023 - 2025
Admin Chief <i>Kohnan Japan</i> <ul style="list-style-type: none">• Deliver an excellent service to ensure high levels of customer satisfaction.• Motivate the sales team to meet sales objectives by training and mentoring staff. Hire, train, and supervise new staff.• Respond to customer complaints and concerns in a professional manner.• Develop and arrange promotional materials and in-store displays.• Prepare detailed reports on buying trends, customer requirements, and profits.• Undertake store administration duties such as managing store budgets and updating financial records, including sales reports, banking, payroll reporting, and expenditures.• Formulate pricing policies by reviewing merchandising activities, identifying additional sales promotions, authorizing clearance sales, and analyzing market trends.	2021 - 2023
Head Cashier <i>MAP VN - Zara</i> <ul style="list-style-type: none">• In charge of managing store staff, including scheduling, assigning daily tasks, and handling all cashier-related situations.	2017 - 2020

- Monitor cash flow in the store and prepare daily sales reports. Communicate with headquarters regarding any system issues.
- Oversee and register all sales operations, ensuring proper control of payment methods, including cash, credit cards, and smart cards (gift cards, vouchers, employee discount cards, etc.).
- Handle customer complaints within authorized limits and provide full attention to customers, assisting them with basic inquiries.
- Drive daily sales and implement strategies to increase store revenue.
- Collaborate with other departments to achieve optimal work efficiency.

Team Leader

2015 - 2017

VINGROUP - VINDS

- Scheduling, assigning tasks, and supervising store employees.
- Driving sales, implementing promotional activities, and monitoring sales performance.
- Handling customer inquiries and complaints, ensuring a positive shopping experience.
- Work experience
- Managing cash flow, overseeing payment transactions, and maintaining stock levels.
- Ensuring store cleanliness, merchandising, and compliance with company policies.
- Preparing sales reports and coordinating with headquarters on operational matters.

Education and Qualifications

Bachelor

Trade Union University, Hanoi

Interests

Painting, Reading, Coffee

Skills

Microsoft Office

Expert

Management Skills

Expert

Ability to work in a team

Expert

Organizational Skills

Expert

Languages

English

Fluent