

# **DANG THU TRANG**



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## **OBJECTIVE**

To obtain a challenging position where I can gain further experience and strengthen my skills while contributing to the growth company. In the future, I hope continue my career and become a value employee.

### **INTERESTS**

- Traveling, Watching movies
- Organize events, Volunteering activity



#### NATIONAL ECONOMIC UNIVERSITY

Major: Economic Statistics

GPA: 2.66/4



## **WORK EXPERIENCE**

CJ CGV CINEMA FEB 2023 - NOW

Cinema Operations Supervisor

- Monitor daily operations of the cinema. Conduct checklists and report on service standards at the cinema.
- Resolve customer complaints and questions about services/products/regulations at the cinema. Respond to customers promptly and effectively to resolve arising issues.
- Monitor and control goods in warehouse, control operating costs, ensure general hygiene according to food safety regulations.
- Recruit and train staff to ensure service quality standards, arrange staff work schedules to ensure the theater always operates effectively, monitor and compare monthly work schedules.
- Implement marketing programs to boost sales.
- Support the operation of the projection system, check the equipment in the theater and ensure fire safety.

GIAO HANG TIET KIEM JUN 2021 - DEC 2022

Team Leader Warehouse Supervisor

- Managing a team of Delivery teams and assigning work to them.
- Training and support to solve problems, answering questions related to work.
- Team building, planning, ensuring the project according to the set plan.
- Report status, weekly delivery activities; suggest a solution.
- Inspection of the post office in Hanoi.
- Coordinate with Recruitment department to ensure input quality and progress.

GEAR INC. APR 2019 - APR 2021

Content Moderator

- Moderate contents including Videos, Comments, Audios and User profiles on TIKTOK social media.
- Follow the right processes to handle user's reports.
- Provide accurate, valid and complete information by using the proper methods/tools.



### **DEPUTY HEAD OF THE ORGANIZING COMMITTEE**

2017 - 2021

2017 - 2021

Department of Statistic

- Join in activities of the Youth union and faculty
- Organize the volunteer programs of the faculty to the disadvantaged regions



APTIS CERTIFICATE 2020

MICROSOFT OFFICE SPECIALIST CERTIFICATION 2020

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