

# THI NGOC NHU PHAN (KAELYN)

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A fresher graduated from Hospitality Management and currently seeking all opportunities to have a steady and strong career path. Passionate in F&B industry but not hesitating to experiencing different industries.

## WORK EXPERIENCES

### CUSTOMER SERVICE EXECUTIVE (TEMPORARY)

AUGUST 2024 - FEBRUARY 2025

CLASSIC FINE FOOD - Export Processing Zone, D7 HCMC

- Interact with customers to provide and process information to respond to product and service inquiries, concerns, and requests.
- Answer phones and process orders via multiple channels (e.g: emails, phone, etc.)
- Provide and delivery information to customers as requested.
- Send emails to customer list for general information, new products, price changes, holiday information.
- Responsible for Orders/Follow-up on all pending orders: notify customers, check arrival dates to list deliveries as requested or announced.
- Reporting: customer database, updating price lists, mentioning new products, new prices, and change dates.
- Resolve customer complaints.

### CONSULTING EXECUTIVE

MARCH 2024 - JUNE 2024

US Direct IMM - PMH Midtown, D7 HCMC

- Provide professional advice to potential clients in person or on the phone concerning US immigrant visa.
- Attend meetings and conduct presentations before clients to introduce/explain in detail about US immigrant visa services
- Follow up with potential clients in a persistent manner while maintaining good relationships with them
- Perform in team to set out the most effective consulting solutions to approach more and more potential clients as well as reach the company's business targets.

## **WORK EXPERIENCES**

### **SUPERVISOR/ALL-ROUNDER**

APRIL 2023 - JANUARY 2024

STRANGER ESPRESSO - DARLINGHURST, SYDNEY NSW

- Customer services by taking orders, listening and aiding customers with their needs and preferences.
- Problem-solving proficiency when dealing with customer's issues, complaints and/or feedback.
- Effective communication with customers. Specifically when collaborating with teamwork/colleagues.
- Kitchen operation and closure. Ensure hygienic practices are followed.
- Food making follow recipe cards.
- Stocktake and Weekly Report to manager and/or owner.

## **EDUCATION**

**Diploma in Hospitality Management - Evolution Hospitality Institute**

## **LANGUAGE**

Vietnamese - Native

English - Fluent

## **SKILLS**

- Customer Service
- Problems Solving
- Time Management
- Teamwork
- Communication
- Fast Adaptation