



PHAM VU VAN ANH

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SUMMARY

Highly motivated and results-oriented individual with a diverse background in customer service, administration, and technical skills seeking an Admin Officer cum Receptionist position. Eager to contribute to a dynamic team in a larger organization where I can further develop my skills and knowledge in a professional environment.

WORK EXPERIENCE

- Administrative Assistant** **March 2024 - Present**
- Prepare sales documents, such as contracts, proposals, and invoices.
 - Handle customer inquiries and provide information about properties.
 - Perform general administrative duties, such as filing and data entry.
 - Manage office supplies and equipment.
 - Manage employee payroll, including processing salaries, bonuses, and deductions.
- Restaurant Receptionist** **July 2023 - Feb 2024**
- Escort guests to their tables, presenting menus and informing them of any specials.
 - Handle guest inquiries and requests with courtesy and efficiency.
 - Prepare and organize seating charts.
 - Monitor table turnover and ensure timely seating.
 - Coordinate with bussers to ensure tables are cleaned and reset promptly.
- Online Customer Support Representative** **July 2022 - March 2024**
- Provide accurate and helpful information about our products and services.
 - Proactively identify and address customer needs.
 - Stay up-to-date on our products, services, and company policies.

EDUCATION

Bachelor of Southeast Asian Studies
Open University HCM City

2019-2023

SKILLS

Technical Skills: Microsoft Office Suite (Word, Excel, PowerPoint)
Customer Service Skills: Professionalism, Empathy, Problem Solvin
Administrative Skills: Time Management, Organization, Attention to Detail
Language: English