

CIRRICULLUM VITAE

PERSONAL INFORMATION:

Full Name : CHAU KIM NGUYEN
English name : Alfred
Gender : Male
Date of Birth : 13/08/1991
Nationality : Vietnamese
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CAREER OBJECTIVE:

Seeking a challenging career in the field of management which provides me ample of opportunities to the best utilization of my skills and knowledge towards organizational growth.

EDUCATIONAL BACKGROUND:

- Bachelor Degree International Management in Singapore
- Diploma and Advance Diploma in Hospitality Management in Singapore
- Secondary School in Singapore
- High School in Vietnam

LANGUAGE PROFECIENCY

I am fluent to converse and written in Vietnamese/ English/ Chinese/ Cantonese. I am confidently speaking in front of a crowd.

COMPUTER SKILLS:

- Operating Systems Microsoft and Mac OS.
- MS-Office (Power Point, Words, Excel...)
- Others (Opera system, Apps, website...)

WORKING EXPERIENCE

- From 05th Feb 2018 to Present

Manager of Planning and Marketing Department at PSC Service (Vietnam) LLC.

<i>Planning & Marketing</i> (B2B, B2C)	<ul style="list-style-type: none">➤ Create proposal & develop campaigns, scheme, marketing for business. Improve dealer networks➤ Monitor sales activities in the region, from order tracking, payments to product delivery➤ Get sales and market share goals and continue to develop a detailed action plan such building partnerships, offering promotion, etc.➤ Reports sale figure, market situation & data to Top Management➤ Diverse market: analyzing, connect, research potential markets & comparison supplier/competitor price, product, demand, certification of legal➤ Training and Presenting➤ Cost control➤ Regional management nationwide➤ Build and keep good relationship at all field➤ Appointment with partners/clients for follow up or handling project & survey➤ Received/solution inquiry from partners & clients➤ Solve the problem & work out solution by business trip, phone/email➤ Procurement & Negotiation from supplier➤ Do business solution➤ Advise and support dealer in implementing action plans and monitoring emerging issues/countermeasures➤ Keep friendly, support colleagues by build good relationship & communication with all department➤ Issue & follow up Purchase Order & Payment term (e.g., Cash, Credit)➤ Work with IT, accountant, audit for financial
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WORKING EXPERIENCE

- From 17th Nov 2014 to 28th Oct 2016 (24 months):

At Singapore - Sales & Marketing Executive at Gaylin International Pte Ltd

<i>Sales & Marketing</i>	<ul style="list-style-type: none">➤ Sell company's goods and services.➤ Received inquiry from clients & handling projects➤ Work out quotation by email & official (Excel)➤ Ask for supplier price & indent items. Negotiation➤ Issue Deliver/Sale order & work order. Follow up Purchase Order & Payment term (e.g., Cash, Credit)➤ Keep good relationship with local & oversea clients. Business trip to gain oversea projects➤ Make appointment with client for follow up or handling project & get feedback➤ Search potential clients to make appointment for courtesy visit, self-introduce, give name card. And explanation strongest point & 'why do not limit yourself to try new company'➤ Solve the problem & give out solution. Offer & advise suitable freight charge & items for clients if unclear.➤ Writing reports to Director & CEO every once a week➤ Keep relationship with other departments such as Finance, Operation & Shipping team.
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WORKING EXPERIENCE

- From 28th Apr 2014 to 21st Oct 2014 (06 months):

Training in Front & Back Office Department at Peninsula. Excelsior Hotel

⇒ Skill / Exp. of Front Office:

<i>Business Centre</i>	<ul style="list-style-type: none">➤ Answering & processing telephone calls➤ Secretarial & office management duties (e.g., typing & word)➤ Assist guest to make long distance call & fax handling➤ Provide information on the import & export business
<i>Telecommunication</i>	<ul style="list-style-type: none">➤ Basic telephone Ethics – Greetings / Answering➤ Switchboard handling➤ Handling guest requests and maintenance faults➤ Handling wake-up calls
<i>Concierge</i>	<ul style="list-style-type: none">➤ Sale (e.g. park tickets, transportations)➤ Handling basic enquiries on landmark & attractions in Spore➤ Handling Arrival/Departure transfer & luggage➤ Handling hold for collection➤ Handling guest mail, long storage items / newspaper➤ Delivering messages / items

WORKING EXPERIENCE

<i>Lobby Duties / Sky Lounge</i>	<ul style="list-style-type: none">➤ Providing direction for guest on facilities / events / landmarks➤ All day refreshment service➤ Room inspection➤ Meet & Greet VIP / Corporate guest
<i>Front Desk Officer / Reception</i>	<ul style="list-style-type: none">➤ Familiarization of documents, reports, filing & email distribution➤ Up-selling➤ Department briefing & communication book➤ Product knowledge & room categories➤ Check-in procedures for guest with call/ email/ online/ agent/ walk-in/ corporate reservation➤ Handling trace & faults➤ Updating guest profile➤ Performing follow-up duties
<i>Cashier</i>	<ul style="list-style-type: none">➤ Cash advance & currency deposit➤ Cashiering procedures for cash /credit card payment & City Ledger Transactions➤ Procedures for correction of wrong settlement

⇒ Skill / Exp of Back Office:

<i>Reservation Operations</i>	<ul style="list-style-type: none">➤ Creating room reservation➤ Handling mail➤ Weekly rate
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WORKING EXPERIENCE

- From 4th Sep 2012 to 3rd Mar 2013:

Training in Hua Ting Restaurant at Orchard Hotel

<i>Foods & Beverages</i>	<ul style="list-style-type: none">➤ Serving➤ Communication➤ Telecommunication➤ Hostess
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MAJOR CAPABILITIES

- Can adapt to any working conditions.
- Can interact with people efficiently.
- Zeal to learn new things.
- Quick learning creativity and good team player.
- Making constant efforts for improvement in work