



PHAN LE HONG HANH

✉ hanhphan.070501@gmail.com

☎ 0903917664

🏠 134 Tran Hung Dao, PNL, District 1

Current Job: I am currently working in customer service and academic affairs at ILA English Center - Mac Dinh Chi.

Education: I graduated with a Bachelor's degree in Hotel Management from Hoa Sen University in June 2023.

Personal Statement: Serving customers and providing them with memorable experiences always makes me feel that this job is truly meaningful and valuable.

Work Experience

Sales Staff at Ministop Vietnam (Part - time)

July 2019 - March 2022

- Cashier and stocked merchandise according to shifts and prepared for the next shift.
- Cleaned machinery and equipment in the store, observed and reported damages periodically.
- Conducted monthly inventory and reported system data with the store manager.
- Guided new staff on store basics, sales processes, and how to use equipment and payment machines.
- Worked night shifts throughout the Covid-19 pandemic, checked inventory, and received goods in the system.

Pastry Kitchen Staff at Windsor Hotel (Part - time)

March 2022 - June 2022

- Assisted with basic pastry-making techniques and supported in simple decorations.
- Helped display and decorate the Buffet counter according to the restaurant's standards and regulations.
- Managed the Buffet counter and served customers as needed.

Banquet Service Staff at New World Saigon Hotel (Casual Labor)

March 2022 - July 2023

- Prepared necessary items for events, ensuring all equipment was properly sanitized.
- Familiar with service procedures and various types of events, aware of timelines and key considerations for each event.
- Observed and paid attention to guests showing signs of food allergies.
- Assisted customers to ensure they had a meaningful and successful event.
- Emphasized teamwork skills.
- Prioritized confidentiality of sensitive information and high-profile meetings.
- Maintained good health, with the ability to work overtime or late into the evening.
- Managed personal emotions to avoid affecting the customer experience.



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Operations and Customer Service Staff at ILA English Center October 2023 - Now (Full Time)

- Ensure the center operates according to company procedures and regulations.
- Understand the procedures and regulations to effectively communicate with parents, provide accurate product recommendations, and address their needs.
- Develop long-term learning plans and address any complaints or issues.
- Meet the company's monthly targets; if targets are not met, identify the problems and propose solutions.
- Specific responsibilities include: processing monthly invoices and other expenses, ensuring that teaching materials, backpacks, certificates, and medals are prepared for students, managing and arranging classrooms based on student numbers, adjusting inventory systems, and supporting monthly stock audits to ensure data accuracy.
- Monitor and interact with children to ensure their safety.
- Be ready to support other departments and assist teachers in preparing necessary materials for classes.

Education

Hoa Sen University

- Major: Hospitality Management

Skills

- Able to handle high-pressure situations in the workplace.
- Recognize attitudes and understand customer psychology.
- Prioritize providing accurate and clear advice.
- Problem-solving and complaint handling skills.
- Flexible to work in various positions.
- Enjoy new experiences or occasionally working outdoors.
- Passionate about working with children.
- Proficient in office software and English communication.
- Encourage creating a harmonious and friendly work environment.
- Ensure punctuality.
- Responsible and follow the manager's guidance

Reference

- Hoa Sen University: Program Director Ms. Vong Chanh Kieu. Email: kieu.vongchanh@hoasen.edu.vn
- ILA Vietnam Co, Ltd: Operation Supervisor Ms. Thuan Thao. Email: thaotnguyen@ilavietnam.edu.vn