

# Nguyễn Hoàng Mỹ Hạnh Customer Service Staff

With my experience in Customer Service and communication, problem-solving, multitask skills, I aspire to work in a dynamic and professional environment where I can contribute my role and expertise to the company's development. More importantly, I aim to grow in the customer service field to become an outstanding Customer Service Specialist or Customer Service Manager in the future.

#### **EDUCATION**

UNIVERSITY OF ECONOMICS HO CHI MINH CITY (UEH)

Business Administration (2021 - 2024)

GPA 3.48/4.00

#### **PROFILE**

0706041255

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District 6, HCM

### **WORK EXPERIENCE**

# CÔNG TY TNHH MỸ PHẨM ĐẠI PHÚC

Sales Consultant Staff ( Jun 2022 - Oct 2022 )

- Advised and sold beauty products to both Vietnamese and foreign customers.
- Achieved 120% of monthly sales target through effective consultation.
- Maintained daily sales reports to track revenue and customer preferences.

# CÔNG TY CỔ PHẦN TẬP ĐOÀN GOLDEN GATE

Cashier and Service Staff (Mar 2023 - Jul 2024)

- Handled daily cash transactions, ensuring 100% accuracy in accounting reports.
- Assisted in inventory management and reported financial data to the accounting team.
- Improved customer satisfaction by recommeding suitable menu items and promotions.
- Developed strong interpersonal skills by interacting with diverse customers and ensuring a positive dining experience.
- Quickly resolved customer complaints and special requests to maintain satisfaction and loyalty.
- Worked closely with kitchen staff and colleagues to coordinate orders and deliver timely service.

# CÔNG TY TNHH BẢO HIỂM HANWHA LIFE VIỆT NAM

Human Resources Intern ( Jul 2024 - Oct 2024 )

- Managed job postings and screened over 50+ resumes.
- Scheduled interviews and coordinated recruitment processes with hiring managers.

- Maintained employee records and assisted in organizing career events.
- Participatied in meetings to update the department's recruitment information everyday.

#### **CERTIFICATIONS**

#### 2024

Bachelor's degree from University of Economics Ho Chi Minh City

#### 2022

Test of English for International Communication (TOEIC) - 695

#### 2023

The Internet and Computing Core Certification (IC3)

#### **HONORS & AWARDS**

#### Sep 2023

The Best Staff at Golden Gate restaurant

#### **SKILLS**

Microsoft Office (Word, Excel, PowerPoint, and design tools

(Canva)

**Customer Service** 

Communication

Problem-Solving

Ability

Teamwork

#### **REFERENCES**

Circle K Career Website

### **INTERESTS**

- Reading
- Playing sports
- Travelling
- Working

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