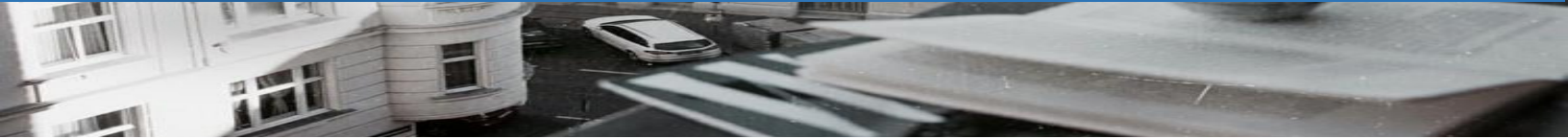




# Đặng Hồng Phúc

*I am 3<sup>rd</sup> year student taking up Bachelor of Information Technology with fresh mind and fresh passion. I am kind, friendly, adaptability and willing to work with new things.*



## EDUCATION

2008 – 2012

### School Certificate

(Lam Son Junior High School)

2012 – 2015

### High School Certificate

(Hoang Hoa Tham High School)

2015 – 2019

### Bachelor of Information Technology

(Ho Chi Minh City University Of Foreign Languages and Information Technology – Huflit )

## SKILLS

Proficiency in English.

Interpersonal skills.

Experience as a retail salesman.

Friendly, honestly, creative, teamwork.

Customer satisfaction-oriented.

Ability to work under pressure.

Self-motivation.

Computer and Internet skills.

## WORK EXPERIENCE

08/2015 – 02/2016

### Cashier / Highlands Coffee

- Taking orders for customers and totaling customer's purchases.
- Handle cash transactions with customers using cash register.
- Effectively and kindly explanation of the questions from guests.
- Maintaining relationships with customers and staffs.
- Making income statement every day.
- Follow the Opening and Closing coffee shop procedures
- Preparation in Bakery station.
- Communicate effectively with bartenders.

09/ 2016 - 03/2017

### Shop Assistant / More than basis

- Managing online Store.
- Issue receipts, refunds, change of items.
- Follow the Opening and Closing procedures of the Store.
- Work effectively with cash and card payment.
- Performance professional telephone service.
- Stocking shelves with products.
- Make sure that all of messages replied.
- Packing shipments.
- Conducting the training programme for new employees.
- Follow the Opening and Closing of the Store.
- Up-sell additional products when appropriate.
- Provide information for questions from customers.

## Additional

Binh Thanh district, HCMC · (+84) 933 – 248 – 814 · [phucdang2110@gmail.com](mailto:phucdang2110@gmail.com)

Owner online shop at @bluestore.order

Language: Vietnamese and English

Interests: Music | Wanderlust | Painting