

Dinh Thi Thanh Phuong

29/12/1996

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Objective

- To obtain a position that will enable me to use my customer service experience, be more flexible, professional and satisfied customers.

Education

BUSINESS ADMINISTRATION | INTERNATIONAL UNIVERSITY (HCM-VNU), 9/2015-PRESENT

- Major: Business Administration, West of England University program
- Fourth-year student
- GPA: 3.0/4.0

BAC DONG QUAN HIGH SCHOOL | GRADUATED ON 6/2014

Skills & Abilities

ENGLISH:

- Proficient in 4 skills
- Applying English completely in study process in university: lectures, exams, presentations....

COMMUNICATION

- Good communication skills (written and verbal)
- Confident, articulate, and professional speaking abilities and experience
- Ability to consult and persuade clients to sell or up sale products.
- Enthusiastic to express ideas, personal opinions in group or to superior.

ADAPTABILITY

- Adapting to the environment quickly, hard-working
- Self-motivated person, work independently, highly focused
- Responsible for works
- Working efficiently under high pressure environment.

PROBLEM SOLVING

- Dealing with complaints of strict parents, hard requirement, naughty students...
- Easy understand and solve technical problems

- Strong analytical skills

MANAGEMENT

- Compiling data or facts (sales, bills, ...)
- Record keeping and updating
- Delegating tasks and responsibilities for each position
- Scheduling and planning
- Knowledgeable about coffee aspects
- Analyzing situations or data

WRITING SKILL

- Describe products (cosmetic) feature and write content advertisements in FB, Instagram
- Review beauty products in Instagram

IT SKILL

- Use Microsoft Word, Excel, Power Point, Google Drive
- Apply in study: presentations, writing essays...

Experience

TEAM LEADER AND CASHIER | THE KAFE REVOLUTION | 3/2018 – 8/2018

- Cashier works
- Organizing schedule of staffs
- Make records of materials, sale revenue, code of ethic...
- Reporting daily facts to manager
- Doing barista
- Guiding new staffs

ONLINE SELLER | ROSIE BEAUTY | 5/2017- 5/2018

- Instagram Korean online cosmetics shop. Link: <https://www.instagram.com/?hl=en>
- Record sales
- Calculating
- Planning: New products, promotions, discounts, content, advertisement...
- Make images, post product advertisements
- Consult customers and receive orders
- Packing and shipping

CUSTOMER SERVICE | RELIABLE ENGLISH SCHOOL | 7/2016 – 7/2017

- Make a phone call to inform parents of student's grades and status
- Handle requests, complains from parents and students through telephone and face-to-face inquiries
- Organize a special schedule for students preparing for IELTS
- Arrange weekly classes
- Consult IELTS program to new customers, weekly marketing event support
- Recognized as an excellent part-time employee at the center by the branch manager

Activities

- Volunteer in Students Union in International University (2015)
- Joined in the "Spring Volunteer" movement in Tet holiday 2015
- Joined organizing "Good 5 Students", "IU Charm" (2016)
- Cultural exchange program "IU in Korea" (5/2017)
- Participate sale affair "The Fifth Season" (12/2017)
- "IU Recruitment Campaign" (2017)

Supervisor

- Mr. Pham Ngoc Binh
- Phone: 0986456816
- Position: Director (The Kafe Revolution)