

Trong Nhan Vu

306-999-1610 • trongnhanvu4@gmail.com • Regina, Saskatchewan

OBJECTIVE

Dedicated professional with a strong work ethic and a proven track record of achieving results in various settings. Skilled in adapting to diverse teams and environments with an unwavering commitment to excellence. Eager to bring a combination of practical experience and innovative ideas to a dynamic new role, aiming to contribute effectively to organizational goals while continuing personal and professional growth.

SKILLS

- Strong problem-solving skills with a logical approach, ensuring efficient resolution of customer issues and operational challenges.
 - Positive attitude and robust work ethic, contributing to a motivated team environment and exceptional customer service.
 - Excellent verbal communication skills in both English and Vietnamese, facilitating clear and effective interactions with a diverse customer base.
 - Proficient in organizing and optimizing sales and service processes, enhancing operational efficiency and customer satisfaction.
 - Demonstrated ability to work collaboratively in a team, supporting colleagues and contributing to a positive workplace culture.
 - Adaptability and flexibility in managing diverse tasks and responding to varying business needs, including sales, customer service, and administrative duties.
 - Proficient in using personal computers and diverse software applications.
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EDUCATION

Computer Systems Technology

July 2022 - June 2024

Saskatchewan Polytechnic • Regina, SK

- Comprehensive Programming Skills
- Network and Systems Administration
- Web Development and Design
- Database and Security Management
- Member of the capstone project (["The Clean Divorce"](#))

High School Diploma

Jun 2022

Chaminade College School • Toronto, ON

- Awarded Grade 12 Honor Roll
 - Awarded Ontario Scholar
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HOBBIES & INTERESTS

- Sports
 - Programming
 - Travelling
 - Socializing
 - Music
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Experience

Crew Trainer

May 2023 – Present

McDonald's • Regina, SK

- Provided excellent customer service, ensuring timely and friendly interactions, while efficiently managing financial transactions at the cash register.
- Prepared and served food and beverages in accordance with McDonald's standards, focusing on quality and customer satisfaction.
- Maintained cleanliness and hygiene in both kitchen and dining areas, adhering to health and safety regulations to ensure a safe environment for customers and colleagues.
- Collaborated with team members to meet sales targets and support a positive, productive work atmosphere.
- Resolved customer complaints with a positive attitude, demonstrating problem-solving skills to ensure customer retention and satisfaction.
- Participated in training and development sessions, improving knowledge and skills for enhanced performance in fast-paced restaurant operations.
- Responsible for mentoring new staff and enhancing team performance and gold service standards.

Student Assistance (Volunteer)

July 2021 – Sep 2021

Chaminade College School • Toronto, ON

- Answering primary reference and informational questions about high school.
 - Arrange schedule for new student visit school's area.
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References

Gaurav Gajjar - SaskTel Regina

- Service Technician - Tier 2
- Phone: 639-997-2111
- Email: gaurav.gajjar@sasktel.com

Olivia Pangilinan - McDonald's Prince of Wales

- Second Assistant Manager
- Phone: 306-551-7158

Joseph (Joe) Herbert - Saskatchewan Polytechnic

- Program Head – AIDA, CCBC, CSEC, TM (Regina and Saskatoon)
- School of Information and Communications Technology
- Saskatchewan Polytechnic | Regina Campus
- Phone: 306-775-7742