

CHAU BAO NGUYEN PHAN

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A self-driven individual who thrives under pressure and is adaptable to changes. Great team player and always open to learning. Passionate in languages, communication, and community.

Skills:

Communication: Utilise both English and Vietnamese to assist customers - focus on getting the core message across

Customer Service: Everything is done with a customer centric mindset

Organisation: Excellent in organisational skills and always punctual

Education:

03/2021 – current **Bachelor of Arts**
Monash University

Employment:

11/2020 – current **General Hand – Labour Power**
- Casual pick & packer at APM

04/2019 – 03/2020 **Dentist Supporting Staff – Unity Dental**
- Answer client's enquiries via phone calls and face-to-face
- Document transactions and client's data into the system
- Uphold customer service to the highest standard
- Promote services and offers
- Maintain workplace's OH&S

10/2017 – 03/2018 **Customer Service Assistant – Kung Fu Tea Springvale**
- Provide customer service and maintain product rotation for sales
- Ensure that consumables are handled correctly
- Manage stock in storage and on workstation for use
- Ensure product quality is consistent for every product sold

11/2017 – 01/2018 **Intern – Digital Copywriting**
- Requirements gathering for a client
- Stakeholder engagement directly with the client
- Design & deliver marketing materials over multiple channels
- Present design & final solution to the client

04/2015 – 06/2017 **Customer Service Assistant – Foodworks Brady Road**
- Provide customer with a pleasant shopping experience
- Maintain efficient and quality service in timely manner
- Stock up and organise products on display

Qualifications:

Responsible Service of Alcohol
Food Safety Handling
First Aid

References: Available upon request.