

# Thu Hien (Yoon) Pham

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## Cover Letter

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Dear Hiring Manager,

This cover letter represents a brief introduction to my academic and professional background, my passion and expectations regarding work development.

I am currently taking a **Bachelor of Commerce in Macquarie University**, majoring in **International Business & Business Information Systems**. I have a strong academic background proven through a **GPA of 6.75** and **Vice-Chancellor's Scholarship** given by Macquarie University. By taking 2 majors involving both Business and IT sectors, I have gained a handful of important knowledge that is relevant to the demands of an ever-evolving world, including **Database Management, SQL, Java, Information Systems (ERP), SDLC – Waterfall Framework, Agile Modelling**, etc.

For the last 4 years, I have been working as an **Assistant Store Manager** at **KFC**, **Shift Manager** at **McDonald's**, **Customer Service Representatives** at **Coles**. I have seen myself improving and mastering necessary skills including **problem-solving** and **time management, leadership** as well as **communication**. This has helped me thrive in my career as I was able to get **3 promotions in McDonalds** within the same year, from Team Member to Crew Trainer and Manager as well as **3 promotions in KFC** within 2 years of working in the company, from Team Member to Shift Supervisor and Assistant Store Manager.

Thanks to my strong urge to refine myself, I was able to cross train in different departments, adapt quickly to new environments and earn profound achievements. As a matter of fact, I was given **Team Member of the Year** after working for McDonald's for **4 months**, and **Top 3 Manager with best KPIs achieved** of the year after only **2 months of promotion**. I am always eager to broaden my knowledge as well as sharpening my skills and I am more than pleased to take constructive feedback.

Moreover, working as an **Assistant Store Manager** means that I need to support Store Manager in **managing the business** including tasks like daily reporting, labour management, handling customers, sales control and sales forecast. Multiple software like eBos, eOPS, Macromatix are in used for generating sales, profit and loss data; Donesafe used for controlling hazards and incidents, LifeLenz used for rostering and managing shifts, HEAT for sending tickets for internal clients or resolving tickets from external clients (complaints from customers). Moreover, Outlook, WhatsApp, Viva Engage, Workplace were also utilised for assigning tasks and communicating with co-workers. Working with various software makes it easier for me to adapt with the new system quickly and get the projects done in a timely manner.

Ability to leave good experiences and impression on clients is another requirement in my previous roles, especially while working as an **Assistant Store Manager**. My clients could either be internal clients who want to exchange business projects information or external clients whom we need to provide positive customer experience. In short, my day-to-day responsibility is to resolve customer complaints, maintain and promote the image of our business and ensure that clients are fully satisfied with my service.

I am always seeking for opportunities to work in business industry, especially as an **ICT Business Analyst** as I have a strong interest in this field. However, all opportunities are welcomed and any advice are appreciated.

Thank you for your consideration.

Warm regards,

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