

# Quy Pham

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## PROFESSIONAL SUMMARY

Reliable team member with a track record of exceptional customer service and outstanding communication abilities. Delivers effective assistance to customers, paying close attention to detail and employing a diligent work ethic. Well-versed in utilizing contemporary technologies including smartphones, laptops, tablets, and more. A dependable collaborator who readily embraces demanding assignments with unwavering resolve.

## SKILLS

- Possesses a keen eye for detail and can efficiently handle multiple tasks independently while maintaining a high level of accuracy.
- Demonstrates extensive experience in utilizing SAP software.
- Demonstrate strong proficiency in Microsoft Office
- Displays a customer-centric approach and problem-solving skills, with excellent communication abilities.

## EXPERIENCE

### Warehouse Data Entry Clerk, Airport Cargo Warehouse, Mississauga, ON (Nov/2022 – May/2023)

- Managed the logistics chain, including tracking goods through customs, coordinating with shipping carriers, ensuring delivery within agreed upon delivery times.
- Monitored product shipment status of each shipment received from the carrier or warehouse.
- Established relationship with agents and carriers to exchange expeditious and accurate routings and billings
- Communicated all emergencies, delay due to weather and carrier schedule changes to customer and brokers.
- Resolved problems for customers, warehouses and brokers and acted as a liaison between logistics, carriers, and customers.
- Collaborated with Accounting and Release team to ensure shipments are processed smoothly

### Retail Cashier, Wellesley Convenience Store, Toronto, On (May/2022 – Dec/2022)

- Greeted customers upon their entry into the store and helped them with any questions and concerns
- Operated a checkout lane and associated retail equipment, including scale, barcode scanner, belt, and cash register
- Performed all checkout procedures quickly and accurately each time, while also promoting the store credit card to customers
- Assisted sales floor staff with stocking shelves, keeping front lanes tidy, and assisting guests when needed

### Ocean Export Coordinator, DGS Logistics, Ho Chi Minh, Viet Nam (July/2020 – Aug/2021)

- Handled US/ Canada/ EU/ Southeast Asia shipments for both Customer service and Documentation tasks to ensure all shipments would be loaded as scheduled
- Liaised with carriers to meet operational requirements and maintain up-to-date schedule information, shipment status reports
- Delivered an exceptional level of service to each customer by resolving customer inquiries, complaints, and issues providing insightful solutions
- Worked with customs brokers and freight forwarders to meet shipping documentation requirements and prepare required shipping documents
- Completed paperwork, recognize discrepancies, and promptly address them for resolution
- Collaborated with Accounting and Documentation team to ensure shipments are processed smoothly

## EDUCATION + CERTIFICATIONS

- Cambrian College – Sudbury, ON *May 2023 - December 2023*  
Postgraduate certificate of Supply Chain Management
- George Brown College – Toronto, ON *December 2022*  
Postgraduate certificate of Entrepreneurship Management, Minor in Supply Chain.
- Banking University of Ho Chi Minh *September 2019*  
Bachelor of International Business
- Supply Chain Fundamentals Certified by Edx (2020)

## ACTIVITIES

- Volunteer at Independent Living Sudbury Manitoulin *May 2023 - now*  
Collaborate with individuals who have disabilities to provide inclusive programs and activities aimed at equipping them with the necessary knowledge, awareness, and education to attain personal success and lead independent lives.
- Volunteer at The Elgin Street Mission *May 2023-now*  
Prepare and serve breakfast for 100 individuals experiencing homelessness