

NHUNG HOÀNG

OPERATION MANAGER

ABOUT ME:

My overall experience:

Experienced in Business Operation Management with over 7 years as Senior Manager roles in Restaurant/Services company. Advisor, supervisor and supporter for owners to growth and overcome difficult times of the market.

How i work:

Understanding how businesses work as well as being very innovative and detail oriented has helped to shape how I quickly catch job insights and achieve my KPIs.

Always eager to learn more, enjoy taking on new challenges whilst looking at ways to improve both professionally and personally.

Functional communicator and team player, but also able to take on Leadership roles when required. Hardworking and creative and thrive on working to deadlines.

EXPERIENCE

2024

General Manager Operations and Head of Marketing

NewStyle Service And Entertainment- HCMC

- Take full responsibility for the company's brand and 360 degree marketing strategy
- Provide good customer service, interact with suppliers, recruit and train employees
- Work with department managers to implement plans and policies throughout the organization, coordinate business operations, and monitor and motivate employees
- Allocating budget resources, coordinating budget policies, managing operating costs
- Analyze the company's financial statements and other performance indicators to assess financial position and position
- Identify business opportunities, plan to upgrade equipment and facilities to ensure service quality

2017

Project Manager

TCM - BLTL & ABTL Agency -HCMC

- Planned, budgeted, oversee and documented all aspects of the specific project
- Worked closely with upper management to make sure that the scope and direction of each project is on schedule
- Worked with other departments for support
- Identified and managed risks to ensure delivery is on time
- Implemented any necessary changes throughout the process
- Reported regularly to management and the client
- Closed the project - including evaluating successes and challenges

2015

Digital Account Executive

Ureka Media -HCMC

- Specializing in digital marketing (GDN system , DSP, Adnetwork , Facebook Ads ...)
- Introducing and presenting online marketing solutions to client.
- Making plan & proposal base on client's brief.
- Managing a portfolio of accounts.
- Maintaining and expanding relationships with client.
- Working with both client and media team.
- Tracking and ensuring campaign running smoothly.

SKILL

Understanding of personnel and facilities

Develop strategies and plans

Analyze business operations

Review and overcome costs

Apply technology to work

Coordinate work with agencies/departments

LANGUAGES

Vietnamese (mother language)

English

HOBBIES

Cinema



Theater



Podcast



Trekking



Backpacking travel



Make crafts



Music



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OPERATION MANAGER

EXPERIENCE

2014

Account Manager

ORIENTAL MEDIA VIETNAM - Travel/Resort/Watch Magazine -HCMC

- Took care for customer accounts relating to F&B and Resorts & Spas, Horeca channel (4-5*)
- Kept relationship with customer
- Responsible for the development and achievement of sales
- Focused on growing and developed existing customer, together with generated new business
- Managed a portfolio of accounts
- Maintained and expanded relationships with existing customer.

2012

Deputy Head of Mission Assistant

EMBASSY OF THE ARGENTINE REPUBLIC IN VIETNAM - HCMC

- Full-time jobs except on Saturday and Sunday.
- In charge of Viet Nam's Foods and Beverage companies.
- Searched the information of the companies and their boards.
- Contacted and invited them to the Viet Nam – Argentina trading conference. • Followed and reminded them to send the form to attend.
- Arranged meetings for Vietnam and Argentina companies.
- Welcomed companies to the meeting occurred at Sheraton Hotel, HCMC

EDUCATION

2019

TIANJIN College of Commerce -TCC

Chinese Training Programme - 6 months

2013

HCMC university of foreign languages- information technology (HUFLIT- HCMC)

Bachelor of Business Administration (BBA), International Business Administration

2009

Phu Nhuan Highschool - HCMC

CHARACTER

Improvise

Adaptable

Communicate

Persevering

Efficient

SKILL

Understanding of personnel and facilities
Develop strategies and plans
Analyze business operations
Review and overcome costs
Apply technology to work
Coordinate work with agencies/departments

LANGUAGES

Vietnamese (mother language)
English

HOBBIES

Cinema
Theater
Podcast
Trekking
Backpacking travel
Make crafts
Music