



TIEN XUAN LAM (Tiền Xuân Lâm) (MS.)

Address: Viet Nam

Phone:

Email:

Linkedin:

SUMMARY

A fresh graduated seeking a challenging position to apply expertise in many new fields that are in demand in the industry. With high enthusiasm and responsibility, I believe I can result in most efficient outcomes with every task assigned. Also as a multitask player, cross-functional tasks will be not an issue, but those will drive me to a new adaption phase of new knowledge and refine my skills as a shown of my eagerness. I am confident that my academic background, combined with these qualities, will enable me to make valuable contributions to the company.

WORK EXPERIENCE

Vinalearn Links Training Company Ltd

2020 - 2022

Teaching Assistant Part time

- Assist foreign teachers in 50-student classes with management when operate classes
- **Translating** from English to Vietnamese and vice versa.
- Teaching in public schools of many level (primary/secondary/highschool) around Ho Chi Minh City

Kaya Spread International Viet Nam Co., Ltd

Nov 2022 - Aug 2024

Operation Admin Executive - Administration Assistant

- **Working on-site** of FnB retail business - A Cafe Retail Unit
- **Establish reports** in Operation and execute admin tasks for Operation department.
- **Design and delivered training kit/programs** for new and existing staff, focusing on operational procedures, food safety, and customer service standards
- **Do market research and reports** to sourcing the suppliers.
- Working with RnD department to develop **80% Standard Operation Procedure (SOP)** in retail level.
- **Implemented, and maintained Standard Operating Procedures (SOPs)** to streamline daily operations and ensure consistency in service.
- **Coordinated and scheduled staff training sessions**, ensuring proper execution and tracking of progress. **Execute training** for over **20 staffs on-site**.
- **Auditing and QC** in retail level, monitored staff adherence to **SOPs**, conducting regular audits and providing feedback for improvement **twice a month**
- Execute management, remain KPIs in retail business
- Assist with Director's schedule and administration task in office
- Link to portfolio: [Personal Portfolio](#)

EDUCATION

Bachelor of Business Administration

2019 - 2024

INTERNATIONAL UNIVERSITY of Ho Chi Minh City - HCMIU-VNU

- Major in **International Business**
- GPA: 3.08/4.0 - 75.5/100

CERTIFICATES

Languages:

- **IELTS 6.5** (Issued in 2019)
- **Toeic 950/990** (Issued in 2023)
- **Toeic Speaking & Listening 320/400** (Issued in 2023)

ADDITIONAL INFORMATION

Languages: English (Advanced), Vietnamese (Native language)

Expertise:

- Microsoft Office softwares (*Word, Excel, Powerpoint, Microsoft Team, Outlook, Onedrive, Sharepoint systems*)
- Basic of graphic design softwares: *Canva, Adobe Photoshop*

Activities:

- Volunteer at the 15th International Tourism Exhibition (HCM ITE)
- Collaborator for Vietnam National Administration of Tourism - Guide, training, consulting and issuing physic card for more than 100 individuals

SKILLS

Operation Admin

Training

Administration

Teamwork

Learning Design

Interpreter

Market research

Independence