



## PROFILE

Gender: Female  
Birthday: 15/06/1991  
Marital status: Married  
Nationality: Vietnamese

## CONTACT

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## HOBBIES

- Reading books
- Watching movies
- Travel

# TRẦN PHƯƠNG BẢO TRÂN

## EDUCATION

### HUNG VUONG UNIVERSITY – BACHELOR'S DEGREE

Complete date: 9/2013

GPA: 7.9/10.0

Major: Business Administration – Hospital Administration

## WORK EXPERIENCE

**Years of experience:**9

**Current Level:** Team leader/Supervisor – Experienced

### District 12 Hospital - Staff of the Department of Organization - Administration

5/2022 – 08/2022

- Receive requests for additional personnel from departments, conduct field surveys and make proposals to the head of the department on recruitment plans based on job descriptions.
- Develop procedures for dispatching ambulances, business vehicles, recruitment processes for the whole hospital.
- Manage hospital quality according to the standards of the Ministry of Health, monthly check, evaluate and propose improvement plans.
- Organize and guide the inventory of hospital assets, classify and label each Department in the hospital.
- Organize the implementation of Green - Clean - Beautiful and 5S programs in the hospital to serve well and satisfy patients.
- Perform hospital administration and customer care tasks.
- Follow up contracts, payment records to make payment procedures, liquidate and sign new

contracts.

- Weekly and monthly work reports and periodical work planning.

### **Shopping Online at Home**

10/2021 – 05/2022

- Online sale of Dalat agricultural products: strawberries, vegetables, raspberries, jams, ...
- Design and edit product images and price lists.
- Update pictures and prices daily.
- Schedule posts, schedule ads and conduct ads for products on Facebook, Zalo
- Receive goods from gardeners, arrange and classify goods, ship products to customers and receive payments.

### **Aeonmall Viet Nam LLC – Operation Staff**

8/2019 – 10/2021

- Building operation, security, cleaning management and customer services
- Food court, security, repairing and installing fee management
- Planning projects
- Building and repairing intrusion
- Event organization.

#### Main tasks

- Manage customer care team and technical staff of Aeon Mall Binh Tan. Help customers always have a great shopping experience.
- Coordinate security staff, CS staff and cleaning staff to ensure smooth operation of the shopping center.
- Manage the cost of purchasing equipment in the Mall, operating costs of the Food Court to ensure appropriate and economical costs according to the target set at the beginning of the year.
- Coordinating the main events taking place at the Mall, always ensuring operational safety, ensuring compliance with the Mall's regulations in terms of personnel and accompanying activities.
- Check the operation work before the Mall opens every day, make sure all the jobs are completed before the opening time.
- Coordinate personnel when there is an incident at the Mall, solve it as quickly as possible, without affecting customers shopping.
- Manage construction contractors in the Mall, ensuring they always comply with the regulations

set forth by the Mall. Regularly check according to construction progress, handle when they violate regulations.

- Giving ideas to renovate the Mall, attracting more and more customers to the Mall through the renovation projects of the check-in area, the halls, the stairs, ...
- Coordinate CS activities such as ensuring enough CS staff on weekdays and weekends, holidays to serve customers. Guide CS to patrol areas where customers gather, restaurants, and amusement parks. Ensure CS complies with the Mall's operating rules in dealing with customer complaints.

### **An Viet Long LLC - Purchasing**

5/2018 – 5/2019

- Planning, making orders and importing goods
- Check goods, enter warehouse, transfer to accounting department.
- Check inventory quantity, search for suppliers and compare the quality of goods of different suppliers. Choose a supplier with the best product quality at a reasonable price. Make orders, regularly monitor orders and check the quality - quantity of goods.

### **Sacombank - Bank teller**

12/2013 – 4/2018

- Banking transactions with individuals, companies and organizations. Insurance consultant for individuals.
- Carry out cash collection and payment, transfer to individuals, organizations and businesses.
- Open loan documents for individuals and other jobs.

## **SKILLS**

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- Time management
- Solving problems
- Team working
- Communication
- Presenting and making decisions
- Work independently
- Logical thinking

## **CERTIFICATIONS**

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- English: Intermediate – B degree - Certificate of English standard B2 issued by Ho Chi Minh City University of Food Industry
- Office Information Technology: B degree