

**Nguyen Linh Chi**

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## **Experience**

### **Administration Officer**

*Thanh Cong Medical Equipment Ltd.,*

*April 2019 – Present*

- Prepared contracts, letter of bid and other legal documents for Sales department
- Researched thoroughly Ophthalmic Bidding documents thoroughly in order to prepare qualified bids for the company
- Arranged meetings and recreational events for company staff and bussiness partners
- Managed travel booking and accomodation
- Compiled and processed employee records. Prepared new and existing employee's personal information, track employees' attendance and time off.
- Ordered and managed office supplies and executed other duties as assigned by the Director
- Ran the company reception area.

### **Guest Relations Officer, Front Office Dept, Room Division**

*InterContinental Hanoi Landmark72*

*June 2017 – April 2019*

- Managed Front Office team of 50 to meet monthly KPI for IHG Rewards Club enrollments as the IHG Rewards Club's Loyalty Champion of the hotel
  - Promoted the IHG standards to the hotel's employees in order to help them understand more about the company's branding and ethics
  - Supervised Front Office department and other departments to ensure they keep up with the IHG standards
  - Coached new-comers and trainees about IHG Rewards club and FO functions
  - Coordinated with Front Office Manager to evaluate trainees and temporary employees' performance
  - Introduced new customers to IHG Rewards Club program and benefits
  - Created an unique and memorable staying experience for each guest, resulting in 5-star rating on TripAdvisor
  - Performed reception task such as welcoming guests and providing them with a positive first impression of the organization.
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- Inspected rooms to meet company's standards

### **Guest Relations Officer trainee, *Front Office Dept, Room Division***

*Sofitel Legend Metropole Hanoi, Vietnam*

*Oct 2016 – Mar 2017*

- Supervised and coordinated with other departments to make sure all guests' requests were performed perfectly
- Established, promoted and maintained good public relation while meeting or exceeding guest expectations
- Co-ordinated with other departments to deliver the “Cousu main Service” – Service from the Heart
- Assisted with Check-in and Check-out

## **Education**

**Thang Long University**

*Sep 2013- Aug 2018*

- Bachelor of Foreign Language

Major: Japanese

## **Skills & Degrees**

Language

- English – Fluent ( TOEIC : 930 )
- Japanese – Intermediate ( JLPT : N3)
- Vietnamese – Native

Computer Related

- Opera PMS
- Microsoft Office

Others

- Three times Top Upseller of the Month – InterContinental Hanoi Landmark72.
- Being specifically mentioned and praised for excellent service many times on TripAdvisor.
- Hosted company events during Vietnam Ophthalmology Society 2019, assisted with setting up the company's booth in the exhibition and arranged accommodation for the company and 150 clients.