



## Pham Thi Bich Phuong

📅 November, 29

☎ 0965912206

📍 Tam Diep, Ninh Binh City

👤 Female

✉ ptbp2911@gmail.com

🌐 Facebook:  
<https://www.facebook.com/profile.php?id=100010742645498>

## OBJECTIVE

Desire to work in a young, dynamic environment where I can gain experience and develop my skills. I am currently looking for a long-term position in a challenging environment, promoting my abilities and achieving high efficiency at work.

## EDUCATION

MAJOR: ENGLISH - HOSPITALITY  
MANAGEMENT

HA NOI TOURISM COLLEGE

2018 - 2021

## WORK EXPERIENCES

### QUALITY ASSURANCE (QA)

June, 2022 - now

### ADORA FOOTWEAR CO., LTD. VIET NAM

Check the quality of input materials, quality of shoes on the line  
Coordinate with several related departments to create the best quality in the product  
Meeting, interpreting and making reports at the request of superiors

### CLASS MANAGER/ SALE

January, 2022 - June, 2022

### CAMPUS ENGLISH CENTER

Support students in class, design classes  
Explain native teachers' questions and contents to student in the lesson  
Communicate with parents about student' status, handle complaints and provide appropriate feedback  
Manage class quality, class images and class facilities  
Consulting/exchanging new course information for parents

### QUALITY ASSURANCE (QA)

June, 2021 - November, 2021

### DREAM PLASTIC CO., LTD. VIET NAM

Monitor/check the quality on the lines  
Prepare work instructions for each product - QC & workers can understand product details, creating quality more efficiently.  
Make report and send them to the manager/ boss to sign.

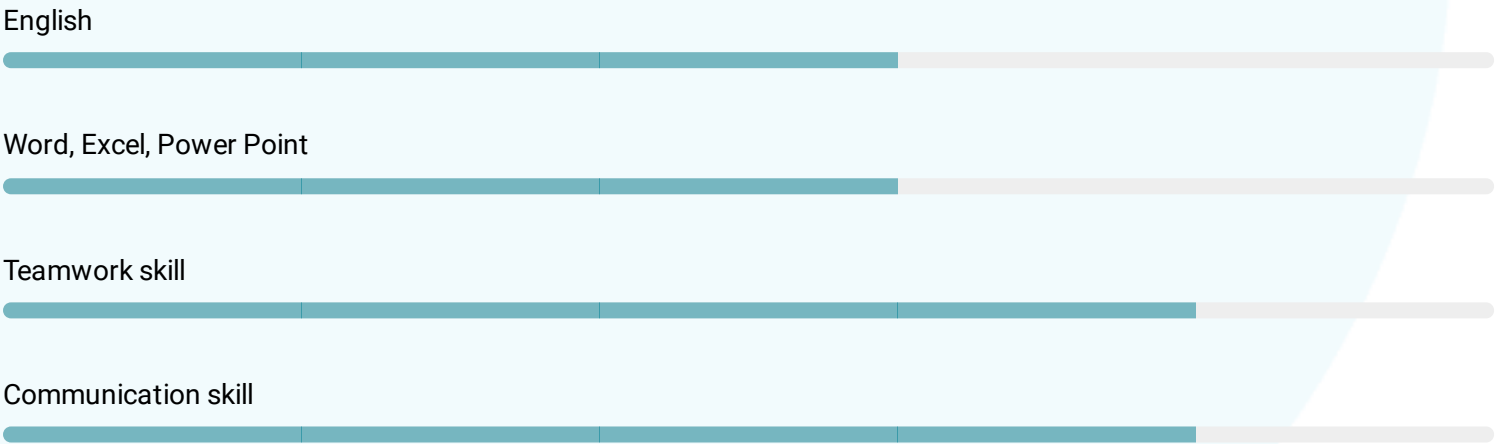
### PART-TIME RECEPTIONIST

2019 - 2021

### JW MARRIOTT HOTEL HA NOI

Greet customers friendly  
Implement check-in and check-out for guests at the hotel  
Consult, introduce services and products of restaurants and hotels.  
Respond to all customer inquiries/complaints regarding relevant information.

# SKILLS



## ADDITIONAL INFORMATION

Pham Thi Bich Phuong  
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Tel: 0965912206

## CERTIFICATIONS

- Volunteer at HANIFF (Ha Noi International Film Festival)  
27/10 - 31/10/2018
- Volunteer at AB VietFrance (Association du Business des Vietnamiens de France)  
10/1 - 12/1/2020
- Event Cordinator at Trạng Nguyên Tiếng Anh 2020  
23/11/2020