

## Contact

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## Top Skills

Customer Service  
Management  
Leadership

# Nguyen Ngan

HR & Admin  
Vietnam

## Summary

Experience : Retail solutions

- Recruitment
- Training
- C&B
- Operation

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## Experience

### Retail Solutions Project

HR & Admin

June 2019 - Present (5 years 10 months)

Ho Chi Minh & Ha Noi

- Cooperating with suppliers for purchases of the Project
- Building procedures for Admin & HR Department including Recruitment, Compensation, Employee Benefits, Employee Evaluation, etc.

### LOTTE Mart Vietnam

HR & Admin Manager - Speed L project

September 2016 - June 2019 (2 years 10 months)

Ho Chi Minh, Viet Nam

- HR & Admin Manager: Speed L Project
  - Developing project concepts, setup and manage Admin HR team for project (Recruitment, Training, C&B, Social, Purchasing, admin, etc.
- Recruitment Assistant Manager
  - Recruitment for Operation Division (from level Supervisor)
  - Planning recruitment campaigns: Making yearly recruitment campaigns plan including Open Recruitment, Management Trainee, Internship...
  - Proceeding Recruitment Campaigns to attract experienced candidates for vacancy fulfilment and build up young talent pool for future
  - Identifying suitable recruitment channel for the Company
  - Designing recruitment advertisements
  - Searching, screening CV and doing/arranging interviews to ensure all vacancies are filled with the most suitable candidates within the target time

- Coordinating with universities and job center to organize job fairs, campus recruitment events
- Implementing recruitment process

FamilyMart Co.,Ltd.

Recruitment Training Team Leader

September 2011 - August 2016 (5 years)

Ho Chi Minh, Viet Nam

# Recruitment and training:

- Post the recruitment information as the order of General Manager.
- Filter the candidates document.
- Tele-interview.
- Interactive interview.
- Plan new staff training course.
- Implement the course.
- Staff database management.

# Management level training:

- Level managers at store.
  - Plan and implement training course for managers.
  - Soft skill, and management skill training.
  - Evaluate manager course's operation.
  - Human resources development for store.
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