

TO: THE BOARD OF MANAGEMENT

I am **Mrs. Helene, Truong Thuy Minh Chau**, working as Human Resources Management over 25 years, I have very strong experiences in re-structure company related to regulation, procedures, apply software on the HR management and consult the company's structure. Used to be Internal Auditor as the ISO 9001 in the factory. I also have very good network in recruitment in HCMC, I used to join HR Club have many good connections. I am interested in to work in service industry such as hospitality, F&B, Retail, Education, FMCG, Real estate, Hospital, Pharmacy, etc. I also have good skill of training for staff such as Positive thinking and how to overcome stress; Good communication skill; Professional working style and how to apply Kaizen-5S on job and your life; Good organization; I am good grooming, active, strong personality, creativity, good problem solving skill and organization skill.



I would like to apply for **Human Resource Director** or **Human Resources Manager** in your Company and I have the working long term commitment working in your company.

Thank you very much for your kind attention. Best Regards.

CURRICULUM VITAE

1. PERSONAL INFORMATION:

TRƯƠNG THUY MINH CHÂU

Date of birth:	29/10/1980
Address:	Huynh Van Banh St, Ward 17, Phu Nhuan Dist., HCMC.
Gender:	Female
Marital status:	Married
Cellphone:	091 8172023
Email:	truongthuyminhchau@yahoo.com

2. CAREER OBJECTIVE:

Working long term in Human Resources Department with HR Director Position. Otherwise to learn more knowledge's of other function in the operation for easy to consult the company's system and support the associates to improve their skills and develop their competences; Expect to conduct for the Boards of management in Human Resources strategy to improve the business.

3. EDUCATION & CERTIFICATES:

1998 - 2002: BA of Arts – Mandarin Chinese
Social Science and Humanity University of HCMC.
2004 - 2006: Economics University (Administration Management)
Language: English; Mandarin Chinese
Computer: Word, Excel, Power Point, HR Software, MS Outlook

Training:

1998 Personal Assistant to Director, Economic Univesity
1998 English C level, the Education University
2002 HR Management, the Economics University HCMC
2003 HR Remuneration Structuring, HR Smart
2003 ISO 9001:2000 Internal Auditor, BVQI
2020 Labor law year 2020 new updated course, Labor government section
2020 How to build up the professional environment of working – HR Club
2020 Build up the KPI system for company (PTI Education Center)
2021 Customer Service Skill (PTI Education Center)
2021 Management Skills for Managers (PTI Education Center)
2021 Professional CPO (PTI Education Center)

4. WORKING EXPERIENCE:

Experience HR & Admin in:

- ✓ Hospitality Management
- ✓ Factory/Industry Management
- ✓ Compensation/Benefits Design
- ✓ Training & Development
- ✓ Employee Relations
- ✓ Policy & Procedures Design & Administration
- ✓ Vietnam Regulations / Labor Law

01/2024 – Now: IMPERIAL GROUP (Hospitality & Service, Education, Healthcare, F&B, Retail) – HR Director

The HR Director will be responsible for developing and executing HR strategies that align with our

business objectives and foster a positive workplace culture. This role requires a strategic thinker with strong leadership skills and a deep understanding of HR best practices in the retail industry.

- Manage internal relations and internal communication within the company.
- Improve the structure of the HR department in line with the company's direction.
- Develop and effectively implement medium- and long-term human resource strategies that align with the company's business strategy and development orientation.
- Integrate and synchronize human resource goals and strategies with the company's goals, vision, and core values.
- Participate in building and directing the development of corporate culture.
- Analyze business strategies, medium- and long-term goals, and vision to determine labor needs and create medium- and long-term human resource plans.
- Develop and control the annual budget plan for human resource management activities in the company, analyzing and controlling labor costs.
- Directly participate in interviewing, evaluating, and selecting candidates for specialist or senior management positions.
- Develop and implement the process for collecting candidate profiles and recruiting, promoting/replacing/terminating/retiring employees.
- Research, develop, and manage training programs, career counseling, and personnel development.
- Develop, implement, and manage salary regulations, rewards, and employee benefits policies.
- Build and manage the management of information and analysis of human resource data.
- Review and supplement the company's legal documents related to human resources.
- Ensure and improve legal compliance in human resource management.
- Communicate plans and strategies to employees for various departments.
- Identify issues, coach, and guide direct reports or colleagues.
- Develop and communicate strategies for relevant departments; develop programs and projects to support the proposed strategies; oversee strategic programs and projects. Allocate and utilize resources to promote strategic plan implementation.
- Set and discuss appropriate KPIs for departments to monitor and report.
- Develop programs to increase profits and/or manage costs for each branch or department.
- Continuously update and communicate revenue, budget goals, and departmental performance to the Board of Directors.
- Develop and manage programs and projects to improve departmental and company processes.
- Establish, update, communicate, and monitor compliance with company procedures, policies, and regulations for departments.

02/2023 to 12/2023: CT GROUP (Real Estate, Logistic, F&B & Retail, Healthcare, High Technology) - HR Director

Legal Compliance:

- Develop Labor Regulations suitable to each industry, each geographical location, enterprise law and current labor laws of Vietnam as well as the host countries where the company has branches globally;
- Proposing the assignment of tasks, delegation of powers and delegation of the General Director to management levels in the enterprise and at the same time control the delegation and delegation activities;
- Appraisal before submitting General Director for approval the draft regulations on functions – tasks, responsibilities – powers, coordination relations and information regime of units.

Human Resource Planning

- Forecasting the company's human resources in the future and developing plans to develop successor personnel;
- Establish and adjust the organizational structure of human resources to ensure the development goals of the Company;
- Annually, evaluate existing human resources and develop human resource development objectives, policies and plans for the next year and/or in the medium term;

Recruitment

- Develop and establish a list of suitable potential candidates for each position and business strategy of the Company in the medium and long term;
- Plan and organize recruitment according to periodic or irregular plans of Departments/Companies;
- Develop probationary programs, guide integration, evaluate probation/apprenticeship for newly recruited employees;

Employee Performance Appraisal

- Develop employee evaluation criteria for signing the Labor Contract and/or re-signing the Labor Contract;
- Coordinate with units to develop KPIs for the unit, management staff and members of the unit to submit to the General Director for approval;
- Organize evaluation: job position, competencies and achievements, KPIs, ... as a rule.

Labour and Relation Management

- Carry out procedures for appointment and promotion of positions and executive managers at all levels;
- Manage, update and store employee profile data; manage and promulgate the Company title system.
- Deploying and transferring personnel, signing labor contracts, proposing rewards/disciplines for employees' achievements and work results;
- Making statistical and analytical reports on the labor situation;
- Organize information about the Company's policies and regimes to all employees.

Salary, Bonus and Well fare Management

- Plan the Company's salary fund annually according to the company's business plan; Control the use of salary funds (monthly, quarterly, yearly) of the Company;
- Develop regulations on distribution of salaries, bonuses, incomes and allowances in the Company;
- Coordinate with BP Accounting and Board of Directors to implement the salary payment process, ensuring the interests of employees.
- Proposing regimes, subsidies, benefits ... according to the Company's own regulations;

04/2019 to 01/2023: TNI KING COFFEE (FMCG, F&B, Retail, E-commerce) – HR Director

- Supervise the work of HR personnel and provide guidance; monitor adherence to internal policies and legal standards.
- Develop and execute administration policies, procedures and plans in accordance with set objectives; manage the Company's administration expenses; ensure the expenses are strictly control and within budget.
- Develop and execute HR and talent strategy particularly as it relates to current and future talent needs, recruiting, retention, succession planning.

- Oversee recruitment function, ensure sufficient recruitment on a timely basis to meet the Company's requirements.
- Manage and implement benefits and compensation programs; propose/recommend possible changes to the programs in accordance with prevailing employment conditions.
- Build and oversee training, learning and development strategies and programs that provide internal development opportunities for employees.
- Build and oversee the administration of performance appraisal system.
- Communicate and enforce organizational values; strengthen relationships between staff and employers.
- Implement HR strategies that support business objectives and growth, ensure HR programs align with the Company's overall objectives.
- Stay current on changes to employment laws and applicable payroll, employee benefit, and human resource policies and procedures.

03/2018 to 03/2019: ANH RANG GROUP JSC., (Specializes in distributing sunglasses and optical frames from over 80 prestigious brands worldwide – HR-Admin Director

- Implement and develop HR policies and program
- Involve in budgeting for HR related costs
- Recruitment, on-boarding and exit clearance
- Salary calculation knowledge and income tax filling
- Benefits administration including leave, insurance, medical/dental/transport and other welfare claims, PIT.
- Update HR policies and Employee Handbook
- Administer variable pay systems such as incentive payment, staff motivation payment scheme, bonuses and salary adjustment.
- Recommends employee relations practices necessary to establish a positive employer-employee relationship and promote high level of employee morale and motivation
- Conducts inquiry when employee complaints or concerns about brought forth
- Ensure company workforce standard is in accordance with the Government laws and requirement.

02/2012 to 03/2018: PIVOTALEdge VIETNAM COMPANY – HCM CITY (Specialize in Call Center Service) – HR-Amin Director

- To ensure the implementation of Human Resources policies, programs & practices covering the areas of organizational planning, organizational development, employment, training, recruitment, employee relations, compensation & benefits and operation office...
- Formulate Human Resources policies and objectives for the entire organization specifically
- Evaluate structure, job design and manpower forecasting of the organization as well as establish wage and salary structure, pay policies, appraisals and employee benefit programs.
- Identifies legal requirements and government reporting regulations.
- Follow up with and co-coordinating in the evaluation of departmental and organization training activities.
- Build up the training plan and train staff, also manage Trainer Team.
- Evaluate training supplier on a regular basis.
- To help HR Manager-Group Edge to administer employee compensation and benefits including health - social insurance, severance allowance, sickness benefit, maternity benefit, labor contracts, personal income taxes with 100% compliance to legal and company's requirements.

- Supports line managers/Project Manager in team building, conflict and leadership management and other people management related issues.
- Organizes company & staff events and other non-financial rewards to keep staff energized and motivated entitlements.
- Manage administrative work such as: equipment procurement, company's facilities, and document management.
- To manage employee's orientation process
- Managing all operations of admin-human dept.

**01/2009 to 02/2012: NHAT THAI JSC., - VIETNAM COMPANY – HCM CITY
(Specialize in Restaurant Business) – HR-Amin Director**

Overseeing six restaurants outlets with related to HR & Admin.

Strategic HR Leadership:

- Develop and implement HR strategies aligned with the overall business objectives of the restaurant chain.
- Partner with senior leadership to address organizational needs, including workforce planning, talent acquisition, and succession planning.
- Analyze HR metrics and trends to inform strategic decision-making and improve HR processes.

Talent Acquisition and Management:

- Oversee the recruitment process, including developing job descriptions, sourcing candidates, and managing the hiring process.
- Implement effective onboarding programs to integrate new hires and ensure a smooth transition into the company culture.
- Develop and execute employee retention strategies, including career development plans and recognition programs.

Employee Relations and Engagement:

- Address employee concerns and conflicts, fostering a positive and productive work environment.
- Implement and monitor employee engagement initiatives to boost morale and job satisfaction.
- Ensure compliance with labor laws and regulations, and handle employee grievances and disciplinary actions.

Training and Development:

- Design and deliver training programs to enhance employee skills and support career growth.
- Evaluate training needs and ensure programs are aligned with operational goals and industry standards.
- Promote a culture of continuous learning and development within the organization.

Compensation and Benefits:

- Oversee the development and administration of competitive compensation and benefits programs.
- Conduct market research to ensure pay scales are competitive and fair.
- Manage benefits administration and work with external vendors to provide comprehensive benefits packages.

HR Policies and Compliance:

- Develop and enforce HR policies and procedures that comply with legal requirements and industry best practices.
- Stay updated on changes in labor laws and regulations, ensuring the company remains compliant.
- Conduct regular audits of HR practices and policies to identify areas for improvement.

Organizational Development:

- Lead organizational change initiatives, including restructuring and culture transformation efforts.
- Support leadership development and succession planning to build a strong leadership pipeline.

Reporting and Analysis:

- Prepare and present HR reports and metrics to senior management, highlighting key trends and areas for improvement.
- Use data-driven insights to enhance HR strategies and operational efficiency.

06/2004 to 01/2009: CLOVER VIETNAM CO., LTD. - AMERICAN COMPANY- CU CHI – HCM CITY (Specialize in manufacturing office Cartridge with HP-Canon-Lazer,... brand from USA) – HR Admin Manager

Directly responsible for all HR operational activities with the function roles and responsibilities, relate to: Recruitment, training, staffs benefit, set up the Salary scale for company, follow up Social insurance, develop and improve the operation and policy of company; administer the Company policies and procedures within the company, administrative, employee relations, welfare and clinic requirements for administration, security and maintenance, as follow:

- Build up a specific culture and image for the company, a law-abiding and effective working environment;
- Directly responsible for all HR & Admin related including labor contracts, salary, compensation and benefits, termination processes, Social and Heal compulsory insurances;
- Develop plan for HR department relating to recruitment, training and development based on Company objectives.
- Support various departments' managers to meet their human resource needs in the area of hiring, compensation & benefits, employee's welfare program & development from time to time.
- Follow up and perform job appraisals of all staffs; manage day-to-day running of Human Resource to ensure effective utilization of manpower; develop and review staff job description.
- In charge and monitor compliance with Viet Nam's laws, buyer standards and requirements.
- In charge security system and safety, responsible for social accountability and security audits.
- Direct communication reports to local agencies as requested; and other reports based on request from Deputy General Director

Training & Awards

- ✓ Workers relation training
- ✓ Trade Union training
- ✓ Social insurance training
- ✓ 5 S Implementation for the company.
- ✓ Leader of Fire Fighting team. Got certificate of merit about firefighting is given by President of Cu Chi province.
- ✓ Chairman of Trade Union
- ✓ Hygiene and safety at working place training.
- ✓ Support with related departments to achieve the Certificate of ISO 9001: 2000 for the scope of Company' activities.

4. STRONG POINTS:

- ❖ Positive thinking, can do attitude
- ❖ High responsibility
- ❖ Good communication skill; creativity

- ❖ Highly organized & able to prioritize and meet deadline in a fast-paced environment
- ❖ Fluently in both spoken and written in English
- ❖ Proficiency in using MS. Office & HR Software
- ❖ Very good network of Recruitment and HR Service (Especially in Luxury Retail, FMCG, F&B)
- ❖ Good at establishment the company system (policy, procedures, training,..)
- ❖ Good knowledge of HR related regulation & VN labor law
- ❖ Focus remarks: build up company (starting up company, recruitment staff, training soft skills, prepare the procedures, conduct apply for the 4.0 to system, consult the VN labor law, consult the company's system).

TRUONG THUY MINH CHAU