

# CURRICULUM VIATE

## PERSONAL INFORMATION

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## PERSONALITY

- ✓ Well organized, hardworking.
- ✓ Honest, politeness, careful and responsible.
- ✓ Understanding and respect with people.

## ACADEMIC QUALIFICATIONS

- ✓ Bachelor Degree of Business Administration with major in Accounting – Auditing.
- ✓ English Level C.
- ✓ Business Letter Writing Certificate.
- ✓ Train the Trainer for On- The- Job Training Certificate.
- ✓ Workshop on Human Resources Management in Tourism Enterprise Certificate.
- ✓ Information Technology in the Presentation Certificate.
- ✓ All kind of Marriott International Training Certificate base on Manager Level.

## WORKING EXPERIENCE

**10 July 2020 – present: HUMAN RESOURCES & ADMINISTRATION VICE DIRECTOR at NELO INTERIOR DECORATION ARCHITECTURE DESIGN JOINT STOCK COMPANY**

**Job Summary:** Take responsibility for the operation of the Company in general and the Administration – Human Resources Department in particular always compliance with Company regulations and local law. Support, advise and propose all kind of policies/ budget/ allowance to BOD to related Corporate governance including member companies.

### **Main duties:**

#### **Building and controlling the Company's annual operating budget including:**

- ✓ Human resources budget/ Salary/ Performance bonus fund – Insurance (*social insurance, accident insurance, health insurance....*)/ Training/recruitment;
- ✓ Budget for the Company's Welfare Fund;
- ✓ Standard operating costs of the office building;
- ✓ Bonus norms for project completion;
- ✓ Advising on the development of the company's financial budget with the BODs

**Building and managing the recruitment plan as well as annual recruitment budget of the Company.**

- ✓ Follow and control the recruitment's budget by yearly/ quarterly or monthly if needed.
- ✓ Prepare and control the human resource manning according to the standards of the Company, according to the actual business situation in each period or each project.
- ✓ Advise the BOD in developing and implementing recruitment policies.
- ✓ Together with department heads to build and complete the entire system of job descriptions, recruitment standards, recruitment processes applied throughout the Company.
- ✓ Develop recruitment policy and effectively and timely supervise the recruitment of employees. Ensure the system operates according to the process and reasonable (recruitment content, advertisement, candidate selection, interview, recruitment process).
- ✓ Recruitment related to foreign workers.

**Budgeting and management of administrative and operational expenses of the whole Company**

- ✓ Administrative costs
- ✓ Project cost
- ✓ Financial balance to build a budget for the company's annual team building, picnic...
- ✓ Other activities

**Advise on the development of the system of emulation, reward, discipline, welfare and employee treatment.**

- ✓ Build the annual salary, bonus and welfare policies for employees based on the approved budget or the company's business plan
- ✓ Build and manage employee performance evaluation annually/quarterly or by project to optimize personnel costs.
- ✓ Advise and organize the implementation of policies on salary, reward and welfare regimes for employees.
- ✓ Prepare procedures for signing labor contracts, insurance dossiers and other documents related to regimes and policies for employees of the Company.
- ✓ Coordinating with Trade Union to settle collective bargaining, complaints and labor disputes.
- ✓ Update and disseminate legal provisions related to rights, responsibilities and obligations of employers and employees.
- ✓ Research and propose timely solutions to develop the Company's welfare system.

**Build and manage workflows; personnel legal system; KPIs evaluation criteria (for employees & for member companies); internal labor regulations and other policies as prescribed by the Company/ Labor law.**

- ✓ Together with all HODs to develop working procedures, disciplinary regulations ... and rules of the Company.
- ✓ Proposing, directing the drafting and updating of Labor Regulations and documents related to personnel administration to ensure compliance with labor law at each time and at the same time ensure the interests of employees.
- ✓ Audit internal rules, disciplinary regulations, labor relations, .... to ensure a fair and disciplined working environment.

### **Training and Development**

- ✓ Together with all HODs to analyze the training needs and prepare training plan/ training budget
- ✓ Set up a system of internal regulations on training, standards and training evaluation criteria.
- ✓ Synthesize and analyze training results, evaluate achievements and advise the BOD in career development for employees. And, make a plan for the employee's promotion route.
- ✓ Planning internal training and development to build the key staff in the future.
- ✓ Develop and implement training programs as required by departments

### **Set up the Company's data information storage and security management system**

### **Communication, internal and external relations and activities to develop Company Culture**

- ✓ Make the annual activities plan according to the Company's culture or BOD's request or according to the Company's business strategy annually or from time to time.
- ✓ Actively build and promote a professional working environment and care for employees equally.
- ✓ Actively strengthen the implementation of internal communication activities to encourage employees to promote the Company's image and brand in the desired direction of the Company.
- ✓ Responsible for external relations as state agencies/ government as well as client partners assigned by BOD

### **11 Sep 2019 – 21 June 2020: HEAD OF HUMAN RESOURCES & TRAINING DEPARTMENT at VINPEARL LUXURY LANDMARK 81**

**Main duties:** Take responsibility in executing strategies that serve to attract, retain, and develop diverse premiere talent. Position directs and works with human resource employees to carry out the daily activities of the Human Resource Department, including recruitment, total compensation, employee relations, and training and development. Executes against objectives outlined in the Human Resources Business Plan and delivers services that meet or exceed the needs of employees and enable business success. Ensures compliance with company regulations and local law.

### **11 July 2016 – 10 Sep 2019: ASSISTANT HUMAN RESOURCES MANAGER at LE MÉRIDIEN SAIGON**

**Job Summary:** Responsible for the daily management of the Human Resources Department assisting with the implementation and administration of personnel policies, practices and procedures.

### **Main duties:**

- ✓ Participate in the development and implementation of Human Resource policies for the establishment.

- ✓ Assist Department Heads and make recommendations regarding Human Resource issues including staffing levels.
- ✓ Analyze staff turnover and sick leave with the aim of implementing strategies for reduction.
- ✓ Manage the recruitment systems within the hotel, paying particular attention to advertising, screening, work permits, reference checks and administration of all new hires.
- ✓ Assist with the annual Employee Satisfaction Survey.
- ✓ Ensure the effective administration of personnel records and files in line with Starwood/ Marriot Policy.
- ✓ Develop and administer Hotel Human Resource Policies and Procedures.
- ✓ Administer employee recognition programs.
- ✓ Manage effective workplace injury management, ensuring rapid return to work programs are in place for all associates.
- ✓ Assist and develop Department Heads so that they may improve their own Human Resources Management practices within their area.
- ✓ Liaise with Department Heads on the development of up to date Job Descriptions.
- ✓ Ensure development and performance reviews are conducted regularly, identifying key personnel for further development and structured career pathing.
- ✓ Implement and maintain Human Resources Department training systems to ensure that associates have the necessary framework and skills to perform their job efficiently and effectively.
- ✓ Assist with the implementation and delivery of training programs in conjunction with the Training Manager.
- ✓ Prepare work schedules and annual leave schedules within budget, business expectations and guidelines of the appropriate industrial legislation.
- ✓ Manage the selection and appointment of new associates within the Human Resources Department.
- ✓ Conduct regular staff meetings to keep all associates informed.
- ✓ Participate in the Hotel "Manager on Duty" program.
- ✓ Ensure compliance with legislated health and safety requirements within the workplace.
- ✓ Comply with all Corporate and Hotel Standards and Procedures.
- ✓ Actively promote a work environment, which cares for guests and associates alike.
- ✓ Implement opportunities for quality Team Building.
- ✓ Ensure that all associates comply with the grooming and uniform standards.
- ✓ Assist with the operation of the Payroll Office ensuring excellent service to associates and appropriate control and management mechanisms are in place and being utilized appropriately.
- ✓ Ensure an effective and fair grievance procedure is maintained in line with appropriate legislation.
- ✓ Monthly HR report.
- ✓ Manpower report.
- ✓ Recruitment report.
- ✓ Ensure the Insurance Social, Health Insurance & 24/7 Insurance for all employees always comply with the provisions of labor law
- ✓ Others as may be requested by HRD.

**14 January 2002 – 4 July 2016: HUMAN RESOURCES SUPERVISOR at LOTTE LEGEND HOTEL SAIGON**

**Job summary:** Handling daily personnel activities ensuring the smooth operation of the Human Resources Department

**Main duties:**

- ✓ Monthly check Time Attendant Record for all full time and casual labor staff to make sure on-time and proper payments. (Included nightshift allowance report, overtime payment report and split shift allowance report)
- ✓ Make the pay-roll and get approval by 26<sup>th</sup> of every month.
- ✓ Prepare Offer letter and Probation Agreement for new employees
- ✓ Process for new comer (Welcome on board, open personal file...)
- ✓ Update personal information of employees if any change
- ✓ Prepare/ follow list of employees to be evaluated of probation and annually and have them sent to related departments 10 / 30/ 45 days respectively.
- ✓ Monthly check list casual labor base on demand and event
- ✓ Follow up the sent-out lists of employees under appraisal, review them and keep HRD informed immediately of any case of contract termination as may be requested by Department Heads.
- ✓ Prepare labor contracts after the appraisals reviewed and approved.
- ✓ Handle and follow up the disciplinary action form
- ✓ Prepare notice for last working day, pay-slip break-down and termination decisions for leaving employees.
- ✓ Exit interview with leaving employee.
- ✓ Allowance and deduction memo of the month.
- ✓ Prepare HRD memos, letters or notices if any as requested.
- ✓ Monthly HR report.
- ✓ Manpower report.
- ✓ Recruitment support: screen CVs and first round interview
- ✓ Doing all activities with team but in charge voting for Best of the month/year.
- ✓ Monthly orientation for new staff if requested.
- ✓ Doing some job relate to Insurance Social, Health Insurance & Bao Viet Insurance if any as requested.
- ✓ Others as may be requested by HRD.