

## TRAN SINH HOANG

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hoangfbfgym.github.io/hoangtran/

**Target Role:** Mobile Financial Services Representative - CIBC

## SUMMARY

Client-focused sales and service professional with 8 years of floor leadership experience in a high-traffic environment. Strong at proactive conversations, needs discovery, upselling, and calm problem resolution. Trusted with cash handling and customer information. Recognized academically with multiple scholarships; fast learner and reliable for rotational shifts and weekends.

## CORE SKILLS

- Proactive client engagement • needs-based conversations • relationship building
- Sales execution • upselling/promotions • working toward daily targets
- Service excellence • complaint resolution • de-escalation • problem-solving
- Cash handling • accuracy • attention to detail • documentation
- Confidentiality mindset • policy and procedure adherence
- Training/coaching • self-directed work style • reliability
- Comfortable introducing clients to mobile/online tools and explaining steps clearly.
- Problem-solving and root-cause troubleshooting (fast, accurate resolution)
- Objection handling and solution-focused conversations
- High attention to detail (accuracy, documentation, compliance)

## EXPERIENCE

**Floor Manager** - Viet Garden Vietnamese Restaurant • Calgary, AB • 2017 to 2025

- Engaged and supported approximately **100 customers/day** in a fast-paced setting; asked targeted questions to identify needs and provide the right solution quickly
- Supported daily revenue around **\$2,000/day** through consistent service execution, speed, and upselling
- Promoted seasonal/holiday specials and events; worked toward a daily upsell/sales target of **~\$500/day**
- Trained and supported **1 to 2 staff per shift**, improving consistency, service quality, and customer experience
- Resolved customer complaints with calm de-escalation, clear communication, and practical resolution
- Managed **cash handling** (payments and refunds/adjustments as required) with accuracy and accountability

- Handled customer information (reservations/delivery/contact details) with discretion and confidentiality
- Completed opening/closing and keyholder duties; followed food safety, cash-control, and operational procedures

## **EDUCATION**

**Mount Royal University** - Computer Science (2 years completed; not finished) • 2012t to 2014

**Southern Alberta Institute of Technology** - Software Development (1 semester; not completed) • Sep 2023 to Jan 2024

- **GPA: 4.0/4.0 (semester)**; 5 courses; grades near 100% that term

## **SCHOLARSHIPS & AWARDS**

- Mount Royal University Computer Science Department Scholarship
- Dr. Martha Cohen International Student Scholarship
- Jack Memorial Scholarship

## **ADDITIONAL**

- Languages: Vietnamese, English
- Work eligibility: Canadian citizen
- Availability: Flexible for rotational shifts (7:00 AM-9:00 PM), weekends, and statutory holidays; able to commute across Calgary

