

ANH LE

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Objective

A highly trained and experienced customer service staff with desire to become a professional employment consultant. Such position surely gives me opportunity to utilize my knowledge, professional service skills and personal experience to delivery exceptional assistance to clients in their job seeking process or career transition. I offer years of excellent customer service in different industries, especially in retails with distinguished time management, communication skills and willing to learn attitude.

Key Skills Summary

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- Great communication skills with completely professional manner
 - Well cooperated with team members and co-workers
 - Strong dependability, reliability & patience developed through shift working
 - Ability to work under pressure and being able to multi-task during peak period
 - Great problem solving skills obtained through years of interacting with various types customers
 - Being greatly flexible and adaptable to new working environment.
 - Sales skills including up sales, product marketing gained through years of serving
 - Familiar with admin task by completing daily sales report and stock check

Education

Diploma of Hospitality Management and Tourism in Box Hill Institute	2013 - 2017
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Attending Subjects: Operational plan, Develop and manage quality customer service practices

Flight Center Training	2013
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Key achievements: Ticketing systems including Sabre

<i>Monash Boot camp: HTML, CSS, JAVA SRIPT, NODE</i>	2022
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Professional Experience

Coles Express - Ashburton (Sales)	2017 - 2021
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- Effective problem solving skills through interacting with various personalities of customer but no hesitate to support them
- Demonstrated a high level of attention to details when working with a large number of task and item
- Productively utilized sales skills to advertising new products and their benefits to regular customers
- Accurately complete daily sales reports by using MS Office

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- Closely liaise with stores managers and team members to solve stores' problems and improve service quality to meet Coles' Group KPI

Head waiter – Pine Wood Shopping Complex (My My Restaurant)

2017

- Enthusiastically oversaw and maintained the smooth operation of the restaurant all the time
- Professionally addressed to customers' demands and assist them without hesitation
- Effectively developed problems solving skills through regular communication with customers and team members.
- Regularly having team discussion to clarify customer's complaints and look for best solutions

Other Employment History

Waiter/ Barista

2016 — 2017

Fountains Restaurant with 50 seats catering to campus staff and outside customers

- Enthusiastically served and satisfied difficult customers yet with professional manner
- Response to questions, make recommendations about different products
- Quickly check costumers' satisfaction and take action against any issues

Achieving skills: Improved my communication skills with customers and ability to multi-task

Sales Consultant at Sports Fusion

2011 – 2013

Retail shoe store in CBD

- Being in charge of the shoe shop on my own & complete daily sales reports
- Regularly organize stock and manage products turnover to push sales revenue
- Autonomously response to urgent situations of lacking stock or incorrect orders

Achieving skills: Developed customer-oriented communication skills and ability to handle emergency situations

Personal Attributes

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- Professional communication skills and customer service developed while dealing with customer's enquiries
 - Being professional and friendly in all situations to promote a positive image of the business
 - Experienced in working under time pressure in different working environment; providing high level of accuracy.
 - Actively listen to customers & analyse situations to solve various problems promptly and correctly
 - Reliable and trustworthy with a strong work ethic as demonstrated by achieving good academic results and gaining trust of colleagues at work place
 - Excellent time management skills developed while managing academic work load at school and great number of tasks in different roles

Language Skills

- English and Vietnamese
- Github link: <https://github.com/jackanhle>
- LinkedIn: <https://www.linkedin.com/in/anh-le-b28014230/>

References

- Janaka Herath (Store Manager at Coles Express) :0423917154