



**HAI YEN NGO**

Student

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## S O C I A L

📱 @haiyenggo

## P R O F I L E

I am a motivated student who excels in teamwork and has skills for adjusting to new situations quickly. I am effective in working independently and in groups. I am a hard worker who can handle the pressures of a demanding job and the university's academic requirements. I have excellent dependability, integrity, and accountability working in the customer service and hospitality industries. I am flexible and open to learning and adapting new tasks and procedures at work.

## E D U C A T I O N

### ● Bachelor of Business Management

Torrens University

09/2020 – Present

## L A N G U A G E S

- English (Intermediate)
- Vietnamese (Native)

## S K I L L S

- Customer service
- Communication skills
- Eye for detail and accuracy
- Dedicated work ethic
- Willingness to learn

## E X P E R I E N C E

### ● Food and Beverage Attendant

From 02/2022 to Present | **The Star Entertainment Group**

- ⌚ Memorised the restaurant's wine stock and the meals they should accompany.
- ⌚ Wrote patrons' food orders on slips, memorised orders, or entered them into handhelds for transmittal to the kitchen staff in a 120+ seat restaurant.
- ⌚ Served food and beverages to patrons and prepared or served specialty dishes at tables.

### ● Sushi Maker and All-rounder

From 01/2022 to 02/2022 | **Niko Niko Sushi**

- ⌚ Took customers' orders and prepared bills for food.
- ⌚ Performed cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and facilities sanitary.
- ⌚ Provided excellent customer service consistently.

### ● Administration Assistant

From 01/2021 to 12/2021 | **The Universe Phoenix Services**

- ⌚ Designed surveys, tracked responses, and generated data reports from Microsoft Excel.
- ⌚ Successfully planned and coordinated company events and teamwork activities.
- ⌚ Prepared, proofread and formatted the correspondence.

### ● Waitress and All-rounder

From 02/2020 to 04/2021 | **Rolls on Oxford**

- ⌚ Commended for multitasking in the busiest section of the restaurant during peak hours.
- ⌚ Maintained perfect attendance for working lifetime.
- ⌚ Resolved internal conflicts between members of the team.

## C E R T I F I C A T E S   A N D   L I C E N S E S

### Responsible Service of Alcohol (06/2021 to Present)

A license to work at a licensed premises (that is, a place that sells alcohol).

### Everyday Excel, Part 1 – Coursera (12/2021 to Present)

Navigating Excel, editing the worksheet (including inserting/deleting cells, columns, and rows), and cell formatting.

Expression entry and common Excel formulas (including logical functions, text functions, and financial functions).

Data management (sorting, filtering, consolidating, removing duplicates, data validation, and one- way lookups).

Data visualization (scatter plots, column charts, pie charts, Slicers, Sparklines, and Pivot Tables).

**[Link to certificate](#)**