



PHAN THI MAI THI

WORK EXPERIENCE

Senior Human Resources Business Partner
Golden Gate Group Joint Stock Company
2022 - Present

- Human resources information system control - Develop and guide the implementation of regulations/ policies related to personnel activities, recruitment, training, development, rewarding, etc.
- Supervise the compliance with procedures and consultancy of HR processes including: appointment, dispatching, rewarding, discipline, resignation, etc.
- Staffing needs planning - Coordinate departments in the development and implementation of the human resource planning.
- Coordinate the analysis of personnel plan as well as the turnover rate and build up annual staffing norms.
- Assessing labor effectiveness - Carry out a report on analyzing and evaluating the effectiveness of human resources
- Propose methods and criteria to assess the effectiveness of human resources use.

Human Resources Business Partner
Mitra Adiperkasa Vietnam Co.ltd - ZARA
2021 - 2022

- Determine and follow up the optimal staff structure and headcount according to the store's needs and productivity target.
- Determine training need to create development plans, conduct training, performance assessments and talent management.
- Oversee and contribute to building partnerships with supervisors to coach, mentor and positively influence employee relations and business unit outcomes.
- Manage, resolve complex employee relations issues. Conduct effective, thorough & objective investigation.
- Control C&B activities in term of payroll, labor, contracts, policies, benefit, timesheets and labor reports.

Restaurant Manager
Good Day Hospitality Jsc - McDonald's Vietnam
2015-2020

- Drive outstanding Quality, Service, Cleanliness, profitability, sales, people development, and operations of the restaurant, whilst ensuring every customer has a memorable McDonald's experience.
- Work closely with the management team to coordinate the various functions and systems that are critical to the success of the restaurant.
- Take responsibility and ownership for all decisions made and results achieved in the restaurant.
- Enforce and comply with restaurant safety and security standards to ensure a safe working environment for all employees and customers.
- Take responsibility and ownership for ensuring food safety is maintained to the highest standard throughout the restaurant.

SKILLS SUMMARY

- English - Fluent
- Leadership by Example
- Complaints Handling
- Recruitment Planning and Interview
- Communication Effectively
- Analytic and Strategic Thinking

EDUCATION HISTORY

Human resource management
Ho Chi Minh Open University

CERTIFICATIONS

- Certificate of Business Environment

PERSONAL INFO

- Date of Birth: 20/01/1995
- Origin: Go Vap District, Ho Chi Minh city
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