



# NGUYEN TRUNG HIEU

## About me

With over 7 years of experience in Training & Development Management and Operations Management, 2 years in Product Quality Control, and more than 1 year in General HR roles, I bring a comprehensive skill set to organizational growth.

Skilled in P&L analysis and operational cost optimization to drive business efficiency.

Proficient in recruitment, team management, and successor development, ensuring sustainable talent pipelines.

Experienced in marketing planning and product quality enhancement. Known for being patient, composed, and highly effective under pressure.

Committed to continuous improvement and upholding a respectful, forward-thinking work ethic.

## Professional Experience

2025 - 2024	<b>Site Operation Manager</b> CJ VietNam- CGV Cinema <ul style="list-style-type: none"><li>Led the grand opening of the new CGV branch at Vincom Megamall Grand Park.</li><li>Ensured revenue targets and supervised cinema operations across Thu Duc City area.</li><li>Assessed work performance and developed the management team.</li><li>Executed HR activities including recruitment, staff development, and training for cinema operations.</li><li>Conducted P&amp;L analysis and optimized operating costs (COL, COGS, OPEX, etc.).</li><li>Collaborated with the marketing team and mall management to implement marketing campaigns.</li><li>Coordinated film launches and press events to achieve revenue goals.</li><li>Delivered advertising and internal communication activities to enhance operational performance and strengthen staff engagement.</li></ul>
2024 - 2017	<b>Training Manager - Area Operation Manager</b> Mesa Group F&B - Texas Chicken <ul style="list-style-type: none"><li>Developed business plans and ensured revenue targets across branches in Ho Chi Minh City, Dong Nai, and Can Tho.</li><li>Analyzed and assessed P&amp;L performance on a weekly, monthly, quarterly, and yearly basis to drive business efficiency.</li><li>Managed operating costs (COL, COGS, OPEX, etc.) to optimize overall expenditure.</li><li>Recruited and trained management-level personnel; evaluated promotions and developed successor teams.</li><li>Designed and implemented the PTE – PTEU employee training programs.</li><li>Developed the RVT system for evaluating store operational quality.</li><li>Created and executed marketing programs to boost product performance across the menu.</li><li>Conducted competitive analysis of rival brand programs and campaigns.</li><li>Organized team-building activities, HOZO events, Year-End Parties (YEP), and other brand engagement initiatives.</li></ul>
2017 - 2016	<b>Talent Acquisition Specialist</b> Sao Phuong Nam Cooperation <ul style="list-style-type: none"><li>Consolidated training needs based on the company’s recruitment plans.</li><li>Delivered onboarding training for new employees following the Employee Handbook, as assigned by the HR Manager.</li><li>Monitored and managed the signing of probation contracts, labor contracts, aproject contracts in accordance with company policies.</li><li>Facilitated, developed, and organized internal employee engagement programs.</li><li>Built internal communication channels, coordinated company events.</li></ul>
2016 - 2014	<b>Process Quality Control</b> Far Eastern Apanel VietNam <ul style="list-style-type: none"><li>Conducted analysis on the spectral variation and antioxidant properties of the Poly Ester chain, reported experimental results.</li><li>Supervised the production line to ensure smooth and efficient operations.</li><li>Scheduled work shifts for machine team staff.</li><li>Prepared documentation, reported results per shift for handover processes.</li><li>Ensured product quality and met production deadlines as required.</li></ul>

## Contact

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## Education

**Chemical Engineering**  
Industrial University of HCMC  
2011 - 2015

**Chinese Studies**  
University Social Sciences And Humanities of HCMC  
2023 - 2027

## Skills

- Customer Service
- Acute Financial Management
- Process Quality Control and Training Leader
- Strong communication, leadership, motivational and people skills
- Word, Excel, Powerpoint

## Language

- English
- Chinese

## Award

- Franchises with the Most Impressive Revenue in 2023: 151%
- Best Brand in the Region: 1/2024
- Expansion of 40 stores nationwide - 2024