

Vicky Pham

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Profile

A Self-motivated professional with 10+ years of experience in Customer satisfaction, handling cash and working with the general public in Retail/Beauty and Dining settings. Solid customer service skills coupled with excellent preparation and team working experience. Substantial knowledge in shop maintenance and management. Able to ensure that customers have an amazing experience and come back for repeat business.

I am actively looking for a role which will allow me to expand my knowledge of new industries.

Key Skills

Customer Driven

Energetic

Results Focused

Approachable

Flexible

Hard Working

Determined

Professional

Employment Snapshot

Jul 17 - Jul 18

Coffee Barista: Cafe Nostra, Sydney

A coffee barista responsible for preparing coffee and serving customers, including shop maintenance.

- Prepare Coffee
- Answering Phone calls
- Latte Art
- Booking appointments
- Arranging itinerary

Jun 16 - Jul 17

Nail & Beauty Technician: City Nails, Sydney

A nail & beauty technician responsible for serving customers and maintaining the shop floor.

- Greeting customers
- Answering Phone calls
- Nail Art & Designs
- Pedicures
- Massage
- Booking appointments
- Arranging itinerary
- Waxing
- Manicures
- Facials

Jun 15 - Jun 16

Coffee Barista: Harris & Hoole, Cambridge

A coffee barista responsible for preparing coffee and serving customers, including shop maintenance.

- Prepare Coffee
- Answering Phone calls
- Latte Art
- Booking appointments
- Arranging itinerary

Jan 09 – Apr 11

Shop Manager: Trendy Nails, Hitchin

Acting manager for a beauty therapy shop, dealing with a range of day-to-day operations and shop management tasks, including:

- Book keeping
- Staff supervising
- Shop maintenance
- Supply chain management
- Purchasing
- Dispute resolution
- Advertising
- Customer retention

Jan 08 – Jan 09

Waitress & Barmaid: Cay Tre Restaurant, Old street London

Responsible for a range of hospitality services, including:

- Table servicing
- Cocktail mixing
- Order taking
- Data Entry
- Customer Service
- General up-keep

2005 - 2006

Nail Technician: Cheetham Hill nail shop, Manchester

Responsible for a range of nail shop services, including:

- Manicures
- Pedicures

Education & Qualifications

2014 - Present **AAT (Association of Accounting Technicians) Level 3: The Goldsmith Centre, Letchworth**

I am currently studying for the AAT L3 Diploma. In this course we cover topics such as Accounts Preparation, Cash Management, Costs and Revenues, Professional Ethics in Accounting and Finance, Spreadsheets.

2013 - 2014 **AAT (Association of Accounting Technicians) Level 2: The Goldsmith Centre, Letchworth**

I am certified against the AAT L2 certification. In this course we covered topics such as business transactions, financial document preparation, payments for customers/suppliers and ledger transactions.

2005-2006 **Cambridge ESOL Skills for life: Manchester College of Arts and Technology, Manchester**

Internationally recognised standard for Reading, Writing, Speaking and Listening.

2004-2005 **Advanced English: The International College of Singapore, Singapore**

The primary components of this course involved Reading, Writing, Speaking and Listening.

2001 - 2004 **G.C.S.E Equivalent: Le-Loi High School, Vietnam**

Whilst studying in high school, I achieved the following G.C.S.E equivalent grades.

Mathematics	A	English Literature	C
Science (Physics)	C	English Writing	B
Science (Biology)	C	Geography	A

Science (Chemistry)
History

C
B

Physical Education
Psychology

A
B

References: Available upon request