KHAI, PHAN THANH

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OBJECTIVE

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An Vietnamese international student with a huge interest in the Information Technology field, Aviation Industry, with adaptability customer service skills in English and Vietnamese. A passionate and curious Software Developer who seeks innovative solutions to bring simplicity and efficiency solutions.

INTERPERSONAL SKILLS

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* Active and Motivated person in any work.
* Team-player with great contribution to achieving result beyond success.
* Excellent Verbal and Written Communication in English and Vietnamese.
* Provide exceptional communication, solution and empathy in Customer Service.
* A Leadership of a work. Understand the works, divide tasks and monitor progress.
* Basic knowledge in various popular languages such as C, C++, Android Development.

TECHNICAL SKILLS

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* Programming Language: C, C++, JavaScript, HTML, Java
* Database Technology: Oracle, PhPMYAdmin, MySQL
* Operating System: Windows 7/8/10, UNIX/Linux, macOS
* Web Development: HTML, CSS, JavaScript
* Tool and Software: MS Visual Studios, MS Office, GitHub, Android Studio, FileZilla,...

EDUCATION

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**Hon. B. I.T. - Software Development (Co-Op)** Sep 2016 - Present

Seneca College, Toronto, ON, Canada Expected Graduation: 2021

* Develop milestones and projects for each programming language. Design Solution, Debug, Troubleshoot and Test new software code is given in various situations.
* Relevant Course: Programming, Database, Web Develop, Networking.

EXPERIENCE

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**Deli Associate**  Sep 2017 - March 2018

*Nations Fresh Food* | *Vaughan, ON, Canada*

* Deliver excellent customer experience to enhance customer's feelings at the store.
* Understand and classify the pros and cons of each product to serve customers not just on their preferences but also let the customer know which one to avoid if they have special needs.
* Provide suggestions for a new customer based on customers' preferences to satisfy the customer's experience.
* Sort product into a relevant category, not just help reduce the time to look for during rush hour.

**Sales Associate**  May 2017 - Aug 2017

*Organic Foods* | *Ho Chi Minh City, Vietnam*

* Provide exceptional customer experience and create relationships with customers to enhance customer’s impression.
* Manage and responsible for daily sales and transactions to ensure no product is lost or unwanted transaction created.
* Understand storage and product requirements and ensure the product is always on the stock to supply to customers on time.

VOLUNTEER EXPERIENCE

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**Welcome Team (GTAA)** Feb 2018 - Present

*Toronto Pearson International Airport* | *Mississauga, ON, Canada*

* Provide an exceptional and dedicated level of customer service to passengers coming to the airport to ensure passengers can enjoy the great feeling of travel without any hassle.
* Flexibility in the ways of supporting passenger, ensure that passenger can be pleased and satisfied after they leave or if the question is beyond my limitation, passengers can know where to find a solution.
* Obtained RAIC (Restricted Area Identification Card) allowed volunteers like me can still be able to assist customers beyond the security area if the situation is required and permitted.
* Understand every detail and corner of the airport support my help to the customer very well as to ensure I can answer to all the questions passengers might have.
* Participate in a team when required to solve a problematic situation and to discuss solutions.
* Achieved 300+ hours with certification and badges.

**Event Student Volunteer**  Jan 2017 - Present *Vietnamese International Student (VIS)* | *Toronto, ON, Canada*

* Involved in an international culture group of Vietnamese to organize some events has taught me skills in the event in different roles and what needs to prepare and its procedure.
* Operates as a ticket representative, advertise the event to boost the sale and also to let customers know the existence of the community.
* Develop personal communication with customers to create a relationship as well as to make an impact on customers for marketing.

**English Teacher Assistant**  June 2014 - Aug 2014

*Teaching Assistant* | *Canadian International School, Vietnam (CIS)* | *Ho Chi Minh City, Vietnam*

* Pursue as a team leader and also as a teaching assistant to provide translation from English to Vietnamese during summer-camp, help students who joined the program involve more in the activity and engage with the new language.
* Observe each student’s behaviours as well as their progress level over time, monitor how well the student adapt to the new environment.
* We have created thinking and mindset for me since the student is only between 5 to 9 pages, which created a gap of age thinking. However, as over time, we have developed the same thinking.