

THE SOCIALIST REPUBLIC OF VIETNAM
Independence – Freedom – Happiness

CURICULUM VITAE RESUME



I. PERSONAL PROFILE

- Full name: NGUYEN THI CAO NGUYEN (Rosie)
- Date of Birth: 26.03.1988
- Permanent Residence Address: Binh Thuan Province
- Temporary Residence Address: Thu Duc Dist., HCMC
- Occupation: HR Management and CSR - Compliance
- Marital Status: Married
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II. LEARNING PROCESS

- 2006 - 2008: Binh Thuan Community College (Tourism Management)
- 2010 - 2012: Binh Thuan Community College (Office Management)
- 2012 - 2016: University of Economics and Law - UEL (Business Law)

Certifications:

- Certificate of proficiency in English B- level
- Certificate in Computing A level
- Certificate of First Aid
- Certificate of PCCC
- Certificate HSE

III. WORKING PROCESS

1. ARTSTUFF TRADING MANUFACTURING COMPANY LIMITED (IT Major)

From: 06/2021 – currently: C&B Team Leader

➤ Job description:

- Supervising C&B members to carry out C&B tasks
- Manage monthly Payroll, final payment and ensure the process and calculation are accurate, on time and compliant with the Company polices and Labor Law
- Process relevant documentations for PIT monthly declaration and PIT finalization compliant with the Law. Solve the related issues: Employees Tax code, Dependent Tax code
- Manage all issues related to SHUI - Healthcare: Increase/decrease workforce, prepare required documents to claim social insurance benefits, reconcile and prepare payment, social booklet and health insurance card....
- Manage AL and other leaves
- Manage C&B records: Employees' dossiers, labor contract, appendix, appraisal letter, performance review, ...
- Design and control reports related to C&B: Expense report for Finance, Headcount Report/ Movement and Onboard report, Labor Report, other reports per Departments' request.

- Be in charge of internal/ external audit
- Build and handle other benefits: health checkup, healthcare, premium care ...
- Design and implement salary scheme, C&B policies
- Prepare and control HR budgets and planning: Headcount Plan, Personnel cost and other cost related to HR
- Coordinating with HR Manager and CEO, COO to resolve all HR matters
- Develop and maintain Policies, Progress, Internal Regulations, Collective Labor Agreement, documentations which are both compliance with the law and align with the Company's objectives
- Develop and manage HR System (Database & Payroll)
- Assist HR Manager in making plan engagement plan/event for all employees: 8/3, 20/10, 1/6, family day...
- Performing reports and other jobs as assigned by HR Manager.

**2. GRAND IMPERIAL SAIGON HOTEL Co., LTD - PARK HYATT SAIGON
(Hospitality and E- Gaming Major)**

From: 01/2018 – 05/2021: HR Manager Assistant (Acting Deputy HR Manager)

➤ Job description:

- Conduct month-end payroll for both Local and Expat
- Handle HR reports: monthly PIT, PIT Finalization, monthly SI/HI/UI report
- Conduct month-end PIT for both Local and Expat and payment for Tax Department such as:
- Conduct month-end SI, HI, UI for both Local and Expat and payment for Insurance Department
- Support line manager to propose and draft new policy
- Provide advice to line manager for Labor Law related matters
- Manage timesheet and staff database in spreadsheet
- Prepare HR document such as labor contract, resignation decision, annual leave, ...
- Improved company's HR policies and monitor compliance
- Handle to labor relationships
- Follow up the probation and contract renewal appraisal
- Recruitment: Support interview and onboarding process (Local and Expat)
- Key contact for expatriate service (visa, work permit, resident card...)
- Proceed any payment every month (drink water, stationery, laundry, air ticket, parking lot, uniform, ...)

➤ Reference: Ms. Lisa Phung (HRM – 0906993906)

3. VIETAI GARMENT ACCESSORIES Co., LTD (Apparel Major)

From: 8/2017 -12/2017: Senior HR Executive (Temporary)

➤ Job description:

- Make sure employee benefits are processed correctly and exactly according to company policies and local Labor Law.
- Monitor and check monthly payrolls, pay slip to ensure Payrolls accuracy and meet timeline.
- Make sure all reports related to PIT and Social Insurance contribution/ claim sick leave allowance, maternity leave allowance, early retired allowance, health restoring allowance... for employees are correct and processed on time.
- Make sure the staff resign have properly follow hand-over procedures of the company and their final payment are processed according to Labor Law.
- Make sure recruitment activities are following the Recruitment policy and procedures.
- Conduct interview with candidates and select short list candidates for further interviews with Department Directors.

- Prepare offers Letter/ Labor Contract and other necessary documents to get approval for new employees on board.
- Conduct Orientation Training on first working day for all new employees.
 - Reference: Mr. Chan Sui Ying GM

4. KWAN TAT VN INDUSTRIAL LIMITED (Apparel Major)

From 7/2016 - 7/2017: HR Generalist cum HSE

➤ Job description:

- Administer compensation and benefit plans: Management the Timesheet, Payroll, PIT, SHUI
- Assist in talent acquisition and recruitment processes
- Conduct employee on-boarding and help organize training & development initiatives
- Provide support to employees in various HR-related topics such as leaves and compensation and resolve any issues that may arise
- Promote HR programs to create an efficient and conflict-free workplace
- Assist in development and implementation of human resource policies
- Undertake tasks around performance management
- Gather and analyzation data with useful HR metrics, like time to hire and employee turnover rates
- Organize quarterly and annual employee performance reviews
- Maintain employee files and records in electronic and paper form
- Enhance job satisfaction by resolving issues promptly, applying new perks and benefits and organizing team building activities
- Ensure compliance with labour regulations - Provide advice to line manager for Labor Law related matters
- Other issues related to HR
- Responsibility about HSE and CSR: auditing and assessment the supplier, vendor, third parties
- Other issues related to HR
- Key contact for expatriate service (visa, work permit, resident card...)
- Order stationery, uniform, waters, ...
 - Reference: Ms. Carey (HRM - 0986026842)

5. DAE KWANG APPAREL VIỆT NAM Co., LTD (Apparel Major)

From 11/2013 – 12/2015: HR Executive cum Compliance

➤ Job description:

- Support and set up HR and CSR system for company and business partners to ensure they implement correctly with Law and Buyer's requirements.
- Review and regular updated company policies, procedures to ensure they are comply with the current Vietnam Labor Law and new Buyer's standard or demands yearly or if it has changed
- Random check the payroll, SI HI UI, Labor contract, etc... to ensure that all the records are corrected and follow the legal requirement and company policy.
- Monitor grievance system to solve the complains or suggestion from employees to improves the system via receiving hotline, suggestion letter, interview and counseling for employees to solve the work relationship. Other hand, support HR staff about disciplinary.
- Prepare and attend audits from Government inspectors, Buyer and third parties on labor standard, EHS, CTPAT,... to ensure the auditor understand well the Company or business partners system and do corrective action to improve the findings when the were found to maintain and enhance the system follow the requirement.
- Conduct training for new employees and periodical training for employees on Company regulation, CBA, policies and procedures, HSE, CTPAT, COC, ...
- Make the CAP after Company had audited from Buyer and follow up

- Follow up health & safety plan included training schedule (Internal and mandatory training), inspector for technical workers such as boiler, air compressors, elevator, fire drill, fire evacuation, first aid, environment and PPEs plan as special mask, normal mask, ...
- Support for HR about recruitment, timesheet , ...
 - Reference: Mr. Chung Jae Ho (GM)

6. DOI DUONG HOTEL (Hotel of Government)

From 10/2009 - 12/2012: Restaurant Manager Assistant

➤ Job description:

- Random check booking of group pax
- Preparation of documents relating to the meetings of the Department
- Reporting the results of revenue of the department , summing up the report submitted to the accounting department
- Receiving comments, complain of the Guest and resolve all issues the Guest had complained
- Report the timesheet, the meals of Restaurant' staff to HR Department
- Research new wholesale food suppliers and negotiate prices
- Calculate future needs in kitchenware and equipment and place orders, as needed
- Manage and store vendors' contracts and invoices
- Coordinate communication between front of the house and back of the house staff
- Prepare shift schedules
- Process payroll for all restaurant staff
- Supervise kitchen and wait staff and provide assistance, as needed
- Keep detailed records of daily, weekly and monthly costs and revenues
- Arrange for new employees' proper on boarding (scheduling trainings and ordering uniforms)
- Monitor compliance with safety and hygiene regulations
- Gather guests' feedback and recommend improvements to Restaurant's menu
 - Reference: Ms. Luc Nguyen Hong Loan (HRM)

7. VICTORIA PHAN THIET BEACH RESORT AND SPA (Hospitality Major)

From 10/2008 – 10/2009: Spa Manager Assistant

➤ Job description:

- Checked booking of the guest
- Monitor SPA personnel to ensure all guests and internal customers receive prompt and courteous service.
- Maintain appropriate standards for dress, hygiene, uniforms, appearance, posture and conduct of SPA personnel.
- Implement and control SPA procedures that provide for the health and safety of personnel and guests, such as lost and found service, security and emergency procedures and environmental procedures.
- Prepare efficient work schedule for SPA Staff, arranging holidays and vacation, taking into consideration of booking.
- Implement Career Development program within SPA.
- Control and monitors departmental costs on an ongoing basis to ensure performance against budget.
- Development new SPA treatment.
- Conduct skills training within the department.
- Build and maintain relationships with internal and external customers.
- Understand and anticipates customer's needs, takes action to address customer needs and strives to exceed customer expectation.

- Work with Human Resources on manpower planning and management needs.
- Work with Chief Accountant in the preparation and management of the Department's budget.
- Complete other tasks which assigned by the leader.
 - Reference: Ms. Rhea Lo (Spa Manager)

IV. SKILLS

- Training and systems
- Myself can writing the Policies, Procedures or Rules, ... for Company
- MS Office: Proficiency
- English: Professional work proficiency

REASSURANCES

I hereby declare that the above statements are true, if something goes wrong I will be totally responsible.

HCMC, date.....month.....year
Signature

Nguyễn Thị Cao Nguyên