

# Phuong Nhi Vo Cao

COLLEGE STUDENT

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📍 Gadsby Place, Hamilton East, Hamilton, 3216, New Zealand

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## Details

### Driving license

Overseas Driving License

### Nationality

Vietnam

### Date / Place of birth

15/03/2006 / Dong Nai, Vietnam

## Profile

Friendly and responsible student with a valid work visa, seeking a part-time customer service position in Hamilton. Strong communication and problem-solving skills, able to handle tasks efficiently and ensure a positive experience for customers. Quick to adapt and eager to learn.

## Work Rights

*Student Visa (20h/week)*

## Employment History

### Barista, Starbucks Vietnam , Bien Hoa

Sep 2023 — Apr 2025

#### Customer Service

- Provided friendly and personalized service to customers in a fast-paced environment
- Handled customer feedback and resolved complaints with professionalism
- Built customer loyalty through genuine interactions and remembering regular orders

#### Beverage & Food Preparation

- Crafted Starbucks beverages to standard recipes, with attention to customization and dietary needs
- Maintained consistency in quality, presentation, and temperature of drinks and food items
- Followed food safety and hygiene protocols in all preparation processes

#### Cash Handling & POS Operation

- Accurately processed cash and card transactions using POS systems
- Balanced cash drawers and followed company procedures for cash handling
- Supported mobile ordering and loyalty reward transactions

#### Teamwork & Communication

- Collaborated effectively with team members to ensure smooth store operations
- Communicated clearly with the team during busy periods to manage workflow
- Contributed to a positive and respectful team environment

#### Time Management & Multitasking

- Managed multiple drink orders during peak hours without compromising quality
- Prioritized tasks efficiently while balancing customer service and cleaning duties
- Maintained speed and accuracy under pressure

Education

Le Quy Don Private High School, Bien Hoa

Aug 2021 — Jun 2024

- Honorable student with exceptional grades
- Volunteering in a lot of social activities

Diploma in Early Childhood Education, Vision College, Hamilton, New Zealand

Jul 2025 — Present

- Studying childcare education
- Learning to interact, socialize, and be a patient teacher

Skills

Barista



Teamwork and Communication



Te Reo Māori Basics



Health & Safety Compliance



Customer Service



POS machine operating



Upselling Techniques



Hygiene Practices



Languages

Vietnamese (Native Language)

Japanese (Conversational)

English: Fluent (IELTS 6.5)

References

Melissa Patterson from Montessori Busy Hand

melissafpatterson@gmail.com | 022 090 0114

Nauula Parkes (Tutor of Vision College) from Activate Training Centre

nauula.parkes@atcltd.atc.org.nz | - 0221468412

Additional reference upon request

Gurjeet Kaur from Montessori Busy Hand

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Tien Thanh Nguyen from Demolition Traders

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