

Phuong Nhi Vo Cao

COLLEGE STUDENT

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

📞 022 0434 038

Details

Driving license

Overseas Driving License

Nationality

Vietnam

Date / Place of birth

15/03/2006 / Dong Nai, Vietnam

Profile

Motivated and adaptable student on a valid work visa, seeking entry-level part-time opportunities in Hamilton. Reliable, quick to learn, and able to balance study and work effectively. Eager to contribute positively while gaining practical experience and developing new skills.

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)

English: Fluent (IELTS 6.5)

Japanese (Conversational)

References

Melissa Patterson from Montessori Busy Hand

melissafpatterson@gmail.com | 022 090 0114

Gurjeet Kaur from Montessori Busy Hand

kaurgurjit715@gmail.com | 022 649 78 11

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

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

Tien Thanh Nguyen from Demolition Traders

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Additional reference upon request