

# CURRICULUM VITAE

## A. PERSONAL INFORMATION:

1. *FULL NAME* :NGUYEN DUC TRUONG THINH
2. *DAY OF BIRTH* : 05-11-1992
3. *PLACE OF BIRTH* :Ho Chi Minh City



## B. ADDRESS INFORMATION:

1. *ADDRESS* :36/11 Nguyen Du St, Ward 7, Go Vap District, HCMC
2. *CELL PHONE* :076 970 1261
3. *E-MAIL* :ng.thinh511@gmail.com

## C. EDUCATIONAL RECORD:

<i>Education Level</i>	<i>Name, Address of School</i>	<i>Duration of Education</i>	<i>Qualification</i>
University	Industrial University of Ho Chi Minh City Environment resource	2011-2015	Bachelor

## D. PROFICIENCY IN FOREIGN LANGUAGES:

English

## E. SPECIAL SKILLS:

- Operating systems: FoxPro, Smile, Base
- Software Applications: Microsoft office , Internet Browsers, etc...
- Be able to use photocopy, fax and scan machine
- Team player – enjoy working with and being amongst people in various setting
- Be capable of working under pressure and to strict deadlines
- Always fulfill the assigned tasks perfectly

## F. EMPLOYMENT RECORDS:

☐ **Edenland company – The Bloom Service Apartment**

☐ **Set up, training for Front Office Department**

☐ **11/2019- now**

- ✓ Plan and implement the duties of the front desk department.
- ✓ Planning and recruiting personnel and coordinating with related departments to implement to ensure the department always has the necessary personnel.
- ✓ Directly involved in the process of interviewing, recruiting, negotiating remuneration for new employees.
- ✓ Plan and organize the implementation of professional training courses for employees in the department.
- ✓ Assign training and professional training to new employees of the department.
- ✓ Inspect, supervise and evaluate the performance of employees in the department
- ✓ Create the form templates needed for the operation of the department
- ✓ Other tasks as assigned by Board of Management

☐ **Havana Premier Nha Trang**

☐ **Sale executive – corporate**

☐ **11/2019- now**

- ✓ Identifies new or existing markets that meet property sales strategy
- ✓ Develops business leads for the Hotel on a weekly basis
- ✓ Develops a sale plan to generate business from identified markets
- ✓ Continuously communicates the benefits of the hotel to the customer
- ✓ Prospects new business through phone solicitation, outside sales calls, customer visits to the

- hotel trade shows, sales blitzes, direct mail and other customer interaction or research
- ✓ Make partnership with cooperates company for long term business relationship
  - ✓ Strives to meet measurable targets and goals as assigned
  - ✓ Perform any task or duty that may be assigned by the management
  - ✓ Contributes to team effort by accomplishing related results as needed

## ☐ **Norfolk Mansion - Luxury Service Apartment**

### ☐ **Front Office Supervisor**

☐ **03/2018 – 11/2019**

- ✓ Perform general administrative
- ✓ Check room availability for guest's check in
- ✓ Ensure that all C/I and C/O are made in line with the standards established
- ✓ Supervise the guest service operations of front office, call center concierge at Front office area and ensure the best guest's welcoming and serving.
- ✓ Take personal responsibility for ensuring all issues pertaining to guest satisfaction are met and that follow up is completed on a timely basis
- ✓ Cooperation with other colleagues to provide good service to guest
- ✓ To be proactive and innovative, suggesting alternatives that meet guest needs in enjoying their hotel experience
- ✓ Manage responses to all guest feedback, as per Hotel recommendation
- ✓ During the shift, report quickly any problem or question to manager
- ✓ Act quickly and efficiently, following the instructions received by manager
- ✓ All duties and tasks performed are to be procedurally correct, timely and consistently, effective and efficient work practices and guest service standards.
- ✓ Ensuring that all the hotel's guests are greeted, attended to and assisted with a level of serviced that is professional, efficient yet friendly
- ✓ Be attentive to respect the privacy of the information of the guest and the company

- ✓ Other tasks as assigned by Board of Management

## ☐ **Liberty Hotel Saigon Greenview**

### ☐ **Front Office Supervisor**

☐ **10/2013 - 02/2018**

- ✓ Assign duty roster
- ✓ Perform general administrative
- ✓ Able to cope well, solve ingenious claims and guest complaints
- ✓ Ensure that all C/I and C/O are made in line with the standards established
- ✓ Supervise the guest service operations of front office, call center concierge at Front office area and ensure the best guest's welcoming and serving.
- ✓ Check room availability for guest's check in.
- ✓ Consider and resolve any room booking relating issues or send feedback to guest's comments.
- ✓ During the shift, report quickly any problem or question to manager
- ✓ Coordinate with HK, Sales, Ecommerce department to control the room status and any relating issues to room's maintenance, to coordinate the room maintenance schedule and room booking schedule
- ✓ All duties and tasks performed are to be procedurally correct, timely and consistently, effective and efficient work practices and guest service standards.
- ✓ Act quickly and efficiently, following the instructions received by manager
- ✓ Prepare welcoming VIP guests process as per VIP Guest's SOP, organize and follow up the VIP picking up from the airport to the hotel and inform General Manager for guest welcoming at the lobby
- ✓ Manage, organize, train, evaluate and develop human resources of Front Office area, to set self-development plan
- ✓ Be attentive to respect the privacy of the information of the guest and the company
- ✓ Other tasks as assigned by Board of Management

☐ **Diamond Place wedding and event**

☐ **AV Staff**

☐ **01/2012 - 05/2013**

✓ Control sound and video machine.

☐ **Pacharan restaurant**

☐ **Waiter Bartender**

☐ **01/2011 - 12/2011**

✓ Serve food and drink for guest

**G. ACHIEVEMENTS:**

Second place of 3 star hotels for reception contest Ho Chi Minh City 2016.

**H. REFERENCES:**

References will be available on request.

I certify that all information given in this application is true and complete to the best of my knowledge. I understand that willful misrepresentation, false statements or facts will be adequate ground for dismissal.

Applicant's signature:

Nguyen Duc Truong Thinh