

PHẠM KHUƠNG KIM NGỌC

P +84 778 825 565

E joyce.pham.1989@gmail.com

A 247 Lac Long Quan Street, District 11

W [linkedin.com/in/ngoc-pham-0417024b](https://www.linkedin.com/in/ngoc-pham-0417024b)

OBJECTIVE

Bring service-focused and hard-working attitude to work

EXPERIENCE

Jul, 2011 – Oct, 2011

Club Lounge Trainee • Sheraton Hotel & Towers

Oct, 2012 – Oct 2013

Guest Relations Officer • Grand Silverland Hotel & Spa

Nov, 2013 – Mar, 2015

Senior Guest Relations Officer • Grand Silverland Hotel & Spa

Apr, 2015 – Feb, 2016

Assistant Front Office Manager • Grand Silverland Hotel & Spa

- Manage Front Office team to provide high standards of customer service
- Handle all guest complaints
- Report to Front Office Manager and higher level

Feb, 2017 – Apr, 2018

Front Office Manager • Silverland Yen Hotel

- Ensure all front office tasks run smoothly and effectively
- Train front office staff and make sure they follow standards
- Handle all guest complaints

May, 2018 – Mar, 2019

Director of Rooms • Silverland Yen Hotel

- Coordinate the organization and administrative functions in all areas of the room division
- Handle all guest complaints

Apr, 2019 – Oct, 2019

Operation Manager • Silverland Yen Hotel

- Manage overall hotel operations
- Make important policy, planning and strategy decisions

EDUCATION

Huflit University

Tourism and Hospitality Management

Ho Chi Minh City, Vietnam

2008-2012

KEY SKILLS

- Problem-solving skills
- Supervisory skills
- Hospitality skills
- Communication skills
- Computer skills

HOBBIES

- Books
- Music
- Cats