

Objective

Taking good advantages of English, communication skills and experiences on customer service, understanding and dealing with people professionally to bring the best service to the tourists. Based on those valid foundations, I believe that I will be able to contribute my knowledge to the development of your company.



Certifications

International Tour Guide License	NOV 2019
The degree of bachelor: Tourism and Travel Services Management	NOV 2019
IELTS Certificate 7.0 overall (Speaking and Listening skills: 7.5)	APR 2019
MOS (Microsoft Office Specialist) Certificate	
Certificate Front Office Course	SEP 2016



Work Experience

SAIGON AUTHENTIC HOME	JAN 2020 - PRESENT
Position: General Manager	

Main responsibilities:

- Managing luxurious apartments in those buildings along riverside in district 4 such as Rivergate, Millennium, Saigon Royal and Goldview.
- Sharing our love and passion about the authentic Saigon to our international guests.
- Providing the most pleasant stay in order to help international friends have an unforgettable experience during their time in Saigon.
- Offering various types of daily tours such as city tours, food tours, river tours and specialized in historical tours in the southern Vietnam to enhance personal touch.
- Ensuring that visitors are treated with utmost courtesy with all members of the team.
- Assisting with the security of the venue and ensured safety of audience.
- Liaising with other members of the team to determine expertise feedback for polishing our customer services.

Achievements :

- Rating 9.8 / 10 on booking.com platform.
- Superhost status on Airbnb platform.
- Self-motivated team player with excellent communication skills.
- Ability to understand tourist's needs.
- Gaining valuable experience in travel industry.
- Being able to cope well with pressure.
- Problem - solving skill has been improved efficiently by identifying needs, quickly gaining trust, approaching complex complex situations.
- Demonstrated proficiency in telephone, e - mail, fax and front desk reception within high - volume environment.



April 03, 1997

Male

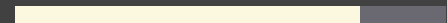
+84945933632

trindhankhoi2312@gmail.com

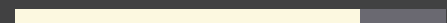
240 Xom Chieu, Ward 15, District 4, Ho Chi Minh, Vietnam.

SKILLS

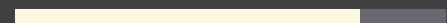
Organizational skill



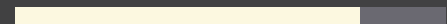
Communication



Public speaking



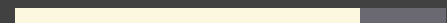
Problem - solving



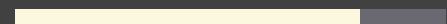
Empathy and emotional intelligence



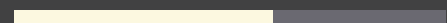
Teamwork



Logical thinking and creative



Cultural awareness



ASIANA LINK TRAVEL - 29 DONG KHOI**MAY 2019 - PRESENT**

Position: Full - time tour guide.

Main responsibilities:

- Providing the most unforgettable experience in order to help tourists have a better understanding about our beautiful Vietnam.
- Ensuring safekeeping and enjoyment of visitors within the property.
- Ensuring that visitors are treated with utmost courtesy with all members of the team.
- Leading various types of daily tours such as city, food tours, river tours and specialized in historical tours in the southern Vietnam.
- Assisting with the security of the venue and ensured safety of audience.
- Liaising with other members of the team to determine audience feedback.

Achievements :

- Ability to manage multiple tasks.
- Self-motivated team player with excellent communication skills.
- Having the confidence to speak to different, multi-cultural groups.
- Ability to understand tourist's needs.
- Gaining valuable experience in travel industry.
- Being able to cope well with pressure.

AN TRAVEL COMPANY - 165 PHAM NGU LAO**SEP 2017 - APR 2019**

Position: Full - time tour guide.

Main responsibilities:

- Giving information about Vietnamese cuisine as well as famous tourist attractions in the city center and spread out cultures so that the understanding of tourists are enhanced efficiently.
- Making sure the customers understand and follow the safety instructions.
- Providing the most unique experience to the tourists.
- Being not only just a gentle and knowledgeable host but also a friendly friend.

Achievements :

- Being flexible to use English while serving foreigners.
- Polishing verbal communication skill.
- Broaden horizons of other cultures.
- Improving public speaking skill when leading a huge group of tourists.

DRAGON PALACE HOTEL - 252 DE THAM**SEP 2015 - SEP 2017**

Position: Full - time receptionist night shift.

Main responsibilities :

- Assisting the Front Office Manager throughout the night shift in relation to hotel and guest security, reception duties as well as maintaining the agreed standards of cleanliness.
- Providing guests with directions and local information as required.

Achievements :

- Problem - solving skill has been improved efficiently by identifying needs, quickly gaining trust, approaching complex complex situations.
- Demonstrated proficiency in telephone, e - mail, fax and front desk reception within high - volume environment.



Education

UNIVERSITY OF FINANCE AND MARKETING

AUG 2015 - OCT 2019

Major: Tourism Management.

GPA: 3.25 / 4.



Activities

TOUR GUIDES IN SAI GON

JUL 2017 - PRESENT

- Broadening my horizons by learning experiences from other's professional tour guides.
- Building strong relationships with tour guides in HCMc,

SESG (SAIGON ENGLISH SPEAKING GUIDES)

JULY 2017 - PRESENT

- Having great opportunities to gain more valuable knowledge from other's members.

UFM ESC (ENGLISH SPEAKING CLUB)

APRIL 2017 - DEC 2018

Participated as an active member organized by our university for improving English skills.



References

Ms. Trang - Tour Operator Manager of Asiana Link Travel - Phone number: 090 9411080.

Ms.Nga - Tour Operator Manager of An Travel - Phone number: 090 9899 310.

Ms. Thuy Tung - Front office manager of Dragon Palace hotel - Phone number: 090 7414 568.