**UYEN HO LE NHA (MELODY)**

Tel: 0562 917 439

Email: [holenhauyen@gmail.com](mailto:holenhauyen@gmail.com)

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**OBJECTIVE:**

An enthusiastic person with a high sense of responsibility, high adaptability and hard-working. Looking for full-time position in which I can contribute skills and identifying opportunities to working with people in the professional environment, building an emotional bond and a positive impression that represents the best requirements for the job. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Highlights of Core Skills &Qualifications:**

* More than 3 years of work in customer service by using English only.
* Punctual and responsible for assigned duties.
* Ability to work in a fast-paced environment and attention to detail.
* Ability to work flexible hours include weekends and holidays.
* Ability to use MS Word, Excel and PowerPoint.
* Fluent in Vietnamese and English Language Intermediate proficient.

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**Education:**

**Tourism and Hospitality Management Diploma**

George Brown College, Toronto, CanadaMay 2019 – August 2020

Relevant Classes Include:

* Service Excellence
* Hospitality Accounting
* Leadership and Speaking with Confidence
* Career Preparation

**English Language**

HUFLIT University, Ho Chi Minh City, Vietnam June 2017- June 2018

* Speaking, Writing, Listening and Speaking

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**RELEVANT EXPERIENCE:**

**Café Staff**

The Exchange, Toronto, ON January 2019- March 2020

* Resume, caculate and cash out everyday at the end shift.
* Inform managers and/or superiors of any maintenance issues quickly to reduce the risk to ensure a high level of customer satisfaction.
* Keep up to date on menu changes to understand the information, answer guest's questions and provide recommend choices based on individual preference.

**Server & Kitchen Helper**

Hanoi 3 Seasons, Toronto, ON September 2018- March 2020

* Worked as a team to provide the food fastest.
* Provided friendly and professional customer service.
* Performed all duties as appointed by the kitchen Supervisor.

**Server**

Bunn.oi Restaurant, Ho Chi Minh, Vietnam January 2018- June 2018

* Collaborated with wait staff to ensure that tables were cleared, cleaned and waiting for the next party.
* Returned food and drink items if there was a change or correction, and returned the newly prepared item to the guest after the necessary changes have been made.
* Stocked service stations with items such as ice, napkins, and straws.
* Handled and moved objects such as glasses and bottles..

**Support Assistant (Volunteer)**

Dragon Ball Chinese Lunar New Year Gala, Toronto, ON February 2019

* Stood and walked for extended periods of time.
* Supported and worked as a team.

**Assistant**

Food Bank at Grant AME Church, Toronto, ON March 2019 to March 2019

* Ensured guest service is paramount during work hours
* Delivered prepared food to guests.
* Arranged bottles and glasses to make attractive displays.

**Event Helper**

Rock Game, Toronto, ON February 2019 to February 2019

* Attracted people to get them buy tickets using strong guests service skills.
* Counted and exchanged money accurately.
* Stood and walked for extended periods of time.

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**INTERESTS:**

* Working.
* Leaning language and Communicate with people.