



# VÕ THỊ KIM NGỌC

📞 0916 966 708

✉ kimngoc121988@gmail.com

📍 148 Vo Van Ngan, Thu Duc District, HCM City, Vietnam

## SKILLS

- \* Team leadership & staff training
- \* Customer service & problem-solving
- \* Basic English communication
- \* Microsoft Office (Word, Excel)
- \* Strong teamwork & multitasking

## PROFESSIONAL SUMMARY

- \* Dedicated F&B professional with over 10 years of experience in international brands and high-end restaurants.
- \* Skilled in team leadership, customer service, and operational optimization.
- \* Passionate about delivering excellent guest experiences and pursuing a managerial career in hospitality and services

## EDUCATION



SINGAPORE

2007 – 2008



Dimension Commercial School

- Diploma in Food & Beverage Service (City & Guilds)
- Basic Food & Beverage Operations

## ACHIEVEMENTS & ACTIVITIES



Outstanding Employee – Subway

2012



Service Staff – COVE Gala Dinner, Sentosa, Singapore

2008



Service Supervisor – Ciao Coffee Shop (2015–2017, part-time)

2015 – 2017



Call Center Operator – Pizza 4P's

2017





# VÕ THỊ KIM NGỌC

☎ 0916 966 708

✉ kimngoc121988@gmail.com

📍 148 Vo Van Ngan, Thu Duc District, HCM City, Vietnam

## EXPERIENCE

### Business Consultant at AIA Vietnam Co., Hochiminh City

2023 – 2024

- \* Consulted and advised customers on insurance packages.
- \* Maintained client relationships and supported claim processes.

## EXPERIENCE

### Store Manager at Subway Vietnam, Hochiminh City

2011 – 2017

- \* Managed and trained 15+ staff in service and food preparation.
- \* Monitored quality control and ensured international standards.
- \* Oversaw revenue, inventory, and equipment maintenance.

### Team Leader at Saigon Princess Cruise, Hochiminh City

2017 – 2019

- \* Supervised and guided service team in fine dining standards.
- \* Assisted in inventory checks and weekly/monthly reporting.
- \* Completed HACCP, Food Safety, and First Aid training.

### Waiter at Thien Hong – Bat Dat Hotel, Saigon Tourist Co., HCM city

2009 – 2010

- \* Served wedding banquets, conferences, and à la carte service
- \* Assisted in beverage preparation and inventory.

### Intern at Z'EN Japanese Cuisine, Singapore

2008–2009

- \* Supported kitchen and bar operations, prepared beverages
- \* Handled cashier duties and customer service.

