

Thu Tram Vo

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Education

Hoa Sen University

Ho Chi Minh City, Vietnam

Bachelor of Hotel Management in English

2017 - 2022

GPA: 3.0/4.0

Professional Experience

Concentrix Malaysia—Tiktok Project

Kuala Lumpur, Malaysia

Content Moderator

May 2023 - March 2026

- Interpret and apply complex policies and guidelines to review and moderate user-generated content.
- Investigate and resolve reported issues with a strong focus on accuracy and compliance; leverage market-specific insights to enhance user support and content quality.
- Respond to inquiries with efficiency and attention to detail within defined turnaround times, consistently meet productivity and quality KPIs in a fast-paced environment.
- Identify workflow inefficiencies and propose process improvement solutions.
- Collaborate with the QA team to develop clear, user-friendly operational guidelines.
- Provide on-the-floor support to Content Moderation teams across the VN market assisting with policy interpretation, case clarification, and quality-related queries.

Kin Khao Kin Nam Restaurant

Ho Chi Minh City, Vietnam

Restaurant General Manager

July 2022 - December 2022

- Managed daily restaurant operations, including staffing, service quality, and customer experience.
- Led recruitment, onboarding, and training programs to build a high-performing team.
- Resolved customer complaints and implemented improvements to enhance service standards.
- Oversaw inventory management, negotiate with suppliers to optimize procurement costs; supported financial operations, including reporting and contract coordination.
- Collaborated with kitchen teams to improve food quality and consistency.
- Ensured proper maintenance of equipment and facilities to support smooth operations; Handled operational challenges and implemented timely solutions.

Sheraton Saigon Hotel & Towers

Ho Chi Minh City, Vietnam

Cost Control Officer Trainee

February 2022 - June 2022

- Monitored and managed daily inventory across multiple F&B outlets.
- Maintained and updated item codes, pricing, and recipes in the system.
- Analyzed food costs and buffet performance to support profitability evaluation.
- Coordinated with suppliers obtain quotations and manage purchasing processes.
- Supported receiving operations by tracking and updating inventory data accurately.

Eastin Grand Hotel Saigon

Ho Chi Minh City, Vietnam

Cashier, Waitress

August 2019 - May 2020

- Provided attentive customer service and ensured smooth dining experiences.
- Handled cashier responsibilities and daily sales reconciliation.
- Maintained hygiene and operational standards across service areas.
- Supported Banquet and Room Service operations during peak periods.
- Assisted supervisors in inventory tracking and reporting.

Espressamente Illy—Tan Son Nhat Airport

Ho Chi Minh City, Vietnam

Team Leader

February 2018 - April 2019

- Supervised daily operations and ensured service quality in a fast-paced airport environment.
- Trained and guided team members to improve service performance and consistency.
- Applied upselling strategies to maximize revenue.
- Managed customer interactions and resolved service issues effectively.
- Supported inventory management and daily/ monthly sales reporting.
- Trained as Barista under international standards of Italy from Headquarter of Espressamente Illy.

Leadership and Projects

Tourism Faculty of Hoa Sen University

Ho Chi Minh City, Vietnam

I-HOTELIER 2021- Head of Creative

November 2020 - February 2022

- Led the Creative Department in developing concepts and content for a hospitality-focused competition.
- Presented ideas and proposals to stakeholders and partners.
- Planned and executed event concepts, ensuring alignment with objectives and timelines; identified and engaged guest speakers, trainers, and KOLs.
- Developed content for proposals, marketing materials, and communication channels.
- Collaborated with the Marketing team to manage and develop social media content.
- Ensure high-quality deliverables within strict deadlines.
- Supported participant engagement and handled inquiries throughout the competition.
- Contributed to training the next generation of I-Hotelier competition organization and supported the development of the competition structure, timeline, and strategic proposal for the 2022 season.

Certification

IELTS: Certificate with overall 6.50 issued by IDP Education (2026).**HSK:** Level 2 with score 178/200 issued by Confucius Institute Headquarters (2019).**Aptis:** Certificate with score 158/200 issued by British Council (2018).