



CAREER HIGHLIGHTS

Da Nang, 1/2018 - 12/2019

OPERATIONS MANAGER | Eri International.,

I operated a beauty clinic culture by developing a team of warm, caring and passionate member services staff; responsible for driving staff training and development programs; provide support to the sales and production teams to maximize monthly revenue generation as well as utilize the monthly clinic audits to ensure systems for contracts and payments are correctly followed.

NGOC TUONG TUONG HO YEN NGOC

PROFILE

A talented communicator with an energetic and adaptable approach to work, I am a committed business development professional with experience in a number of leading international companies. I am now seeking a new opportunity to advance my career professional development in a challenging role that will enhance my existing knowledge and skillset.

I am an independent thinker and enthusiastic team player, and have a strong track record of strengthening interdepartmental collaboration and nurturing professional growth among individual employees as well as the company as a whole.

I possess strong interpersonal and communication skills with an ability to develop and maintain sound business relationships in a range of multicultural settings.

I have proven experience in managing complex tasks in highly visible and often high-pressure positions, producing strong and sustainable results for business.

CONTACT

PHONE:
+84 9357 44 124

Achievement:

- ✓ Club audit scores achieve over 90% each month
- ✓ Refunds are under 0.75% of revenue each month
- ✓ Mystery member scores from 80%
- ✓ 90% staff retention is maintained
- ✓ 100% implementation of company policy and procedures

Ho Chi Minh, 2015 - 2017

MANAGEMENT ASSISTANT | Samhammer LTD.,

I provided dedicated support to the executive board members and production managers of Samhammer AG (Germany) while performing a variety of daily management tasks. I collaborated across departments to improve overall quality and efficiency relating to company leadership, organization and administration.

- ✓ Business development representative and marketing communication support
- ✓ Active representative of Samhammer Vietnam to European business associations and key clients
- ✓ Adopted and applied new contact center softwares and processes to independently supervise IT department cooperation between Vietnam and Germany; oversaw establishment of new server and phone systems for new technical help desk service
- ✓ Recruited staff to clean up unstructured project operations and boost operator turnover; improved staff administration processes and procedures to re-build employee relations
- ✓ Established new company regulations and revised HR policies
- ✓ Reviewed and improved departmental working

EMAIL:
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ACADEMIC

2012
Bachelor of Tourism University of Social Sciences and Humanities
Nha Trang

2015
Operation & Service Management training
Samhammer AG, Germany

SKILL

Management

Leadership
Employee development
Operations management
Supply chain management
Project management
Budget forecasting

Professional

Customer service
Effective planning skills
Proficient English & Vietnamese
Coaching & development
Cost control
Negotiation

Personal

Analytical
Career minded
Excellent communication
Forward thinking
Positive attitude
Creative

procedures (especially production) to ensure the efficiency, revenue and legitimated employer interests

- ✓ Managed and controlled the performance of HR, Administration, IT, Accounting, Finance and Production departments
- ✓ Maintained employee compliance, satisfaction, relations, safety, welfare and health.

Ho Chi Minh, 2012 - 2015

PURCHASING MANAGER | DalatMilk - Nosafood

I worked closely with suppliers and managed procurement activities; providing leadership for the purchasing department and motivating staff to achieve maximum performance. Ensuring that the purchasing department works within all of the company's operational procedures

- ✓ Reduced inventory costs through controlled purchasing and inventory maintenance
- ✓ Sourced products and raw materials at quality and cost standard consistent with business objectives
- ✓ Assisted on-site project staff in material sourcing and testing, technical support and vendor relations
- ✓ Renegotiated material and packaging contracts and purchased improved technology while streamlining production processes.