

**NGUYỄN VŨ HÀ NGÂN***Sales Manager*

Nữ  
 +84336189824  
 ngan.nvh@gmail.com  
 Hanoi

**GIỚI THIỆU BẢN THÂN**

Enthusiastic, motivated, detail-oriented, constructive team member, quick-learner and very passionate in the hospitality industry. Easily come over any pressure, difficulty at work and have a sense as well as skills to deal with customers from various cultures.

**KỸ NĂNG**

Leadership Skill

Excel/Word Skill

Communication Skill

English

**HỌC VẤN****JW MARRIOTT INTERNATIONAL**

Accelerate program for Manager level

**04/2019 - 12/2019****JW MARRIOTT INTERNATIONAL**

Essential skills for Supervisors and Manager level

**03/2019 - 08/2019****HANOI UNIVERSITY**

English Department

**08/2013 - 10/2019****PALEMO UNIVERSITY**

Development Economics and International Cooperation

**10/2010 - 03/2013****KINH NGHIỆM LÀM VIỆC****JW MARRIOTT HANOI HOTEL**

Assistant Sales Manager

**07/2016 - HIỆN TẠI**

\_Work as F&B Sales Manager for 8 F&B outlets at JW Marriott Hanoi ( 1 Buffet, 3 Casual Fine Dining, 2 Lounges and 2 Bars)

\_Organize, train & lead staffs in developing the package/promotion, implementing sale targets, strategies and planning for Hanoi Market

\_Receive targets and plan to reach sale targets

\_Propose solutions to improve business performance

\_Analyze local / regional market trends and competitors' activities to identify business opportunities

\_Build and develop relationships with partners and strategic clients, potential customers, dealer expansion and sales network

\_Organize sales & marketing programs through sales visit & sales call

\_Find and take care of customers ( especially key accounts working for the Government, Bank and Education Institutions ...) ★★★★★

**JW MARRIOTT HANOI HOTEL**

Executive Secretary Trainee to GM, DOO, DOR

**07/2015 - 10/2015**

\_Assisting the General Manager, Director of Operations and Director of Rooms in all of their daily responsibilities

\_Coordinating closely with internal departments' reports as well as ensuring smooth communication with the company's owner

\_Actively supporting other Directors when required

**JW MARRIOTT HANOI HOTEL**

Senior Hostess

**08/2013 - 07/2016**

\_Contributing to the mutual success of the whole team, ranked #1 on TripAdvisor among 865 restaurants in Hanoi

\_Restaurant ambassador, knowledgeable about food and wine descriptions

\_Managing all restaurant guests' database

