



# Nga T. Nguyen

19/10/1990

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***I was born for hospitality. If others can do it, SO CAN I.***

## EDUCATION

***Bachelor of Human Resources Management (2008-2012):***

University of Labor and Social Affairs, Hanoi, Vietnam.

## INTERESTS

Communicating  
Cooking  
Travelling  
Discovering  
Eating  
Camping

## REFERENCES

•Jarret Morgan  
Van Zyl

Restaurant Manager.  
(+971) 52 9673621

•Nader Ibrahim

Senior Director of Operations  
Nader.ibrahim@marr  
iott.com  
(+971) 56 4223385

## EXPERIENCES

***Facebook Sales and Customer Service.***

**Home based, Zenpali Products.** (March 2019-Present)

- Maintaining relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Ensuring a high level of partner service and a positive partner experience.
- Handling complaints and problems through phone, email and Facebook.
- Building business by identifying and selling prospects; maintaining relationships with clients.
- Contributing to team effort by accomplishing related results as needed.
- Managing 2 pages up to Facebook SEO Standard.

***Hostess - Scots American Grill Restaurant.***

**Marriott hotel Al Jaddaf and Marriott Executive Apartment Al Jaddaf, Dubai, UAE.** (January 2017- September 2017).

- Promoted the restaurant.
- Offered solutions to any potential problems, concerning both staff, and patrons.
- Took and organizing reservation for the restaurant and for other outlet during peak season.
- Took in charge of the restaurant when needed.
- Trained and supervised new comers.

***Concierge and hostess***

**JW Marriott Hanoi hotel, Hanoi, Vietnam** (March, 2014- August, 2015).

- Sold and arranged transportation.
- Provided information about local features such as shopping, dining, nightlife and recreational destination directly or via email, phone call.
- Managed bellman and airport representatives.
- Organized greeting and seating of clients during dining service and provided any assistance needed throughout the meal.

## TRAINING

- ***Sales and Marketing.***

**Marriott Hotel Al Jaddaf and Marriott Executive Apartments Dubai Al Jaddaf, Dubai UAE.** (Aug 2016- Dec 2016).

- ***Facebook ads Marketing***

**Master Chu Minh Hanh, Hai Phong, Vietnam** (Aug 8th – Aug 11th 2019)

## SKILL

- **Problem analysis and problem-solving**
- **Attention to detail and accuracy**
- **Adaptability**
- **Stress tolerance**
- **Client relationships**
- **Independence**
- **Language:** English (Fluent), Vietnamese (native).
- **Computer Skills:** Emailing, Word, Excel, Power Point, Internet, Facebook ads,..