

Résumé

Ms. Thao Ngo Kim (Kim)

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Looking for a career advancement opportunity in general administration – Executive Secretary or Personal Assistant, with a strong desire to make substantial and positive impact towards the success of the company, and further develop my potential.

COMPETENCIES

- Document, Time and schedule organising skill
- IT skill (Word, PowerPoint, Excel, Publisher and Internet skills), typing and note taking skill
- Customer Service and Hospitality skill
- Translating and interpreting skill

SOFT SKILLS

Problem solving skills:

- Solve problems effectively with logic
- Able to view things from different perspectives.

Communication skills:

- Bilingual: English(Advanced) and Vietnamese (Mother tongue)
- Developed networking, career management and intercultural communication skills

Interpersonal skills:

- Self-awareness – understand personal strengths and weaknesses
- Composed under pressure – multi tasking skill
- Honest, flexible, and willing to help out colleagues

EXPERIENCE

Events Coordinator

Renaissance Riverside Hotel Saigon

8-15 Ton Duc Thang st., Dist. 01, Ho Chi Minh City

Attendant: May 2010 – Dec 2011

- Managed the administrative work of the Event Management Department
- Ensured a smooth and accurate flow of communication to and from the departments.
- Assisted with the execution of all hotel events in conjunction with the event manager
- Followed up on specific files and sales objectives as delegated by Director of Operation.
- Handled guest's complaints on site and ensuring guest's satisfaction.

Project Coordinator

Baran Viet Nam Ltd.

Floor 4, No.1 Pho Quang Str. Tan Binh Dist. Ho Chi Minh city

Attendant: Sep 2009 – March 2010

- Responsible for Project Data : Maintain, update and tracking
- Responsible for following up sites Schedule.
- Supported PM with daily updated to client
- Liaised with Client
- Attended site by site meeting (internal and with clients)

Trainee for Banquet and Group Service,

Astoria Luzern Hotel, Switzerland

Attendant: June 2008 – Dec 2008

- Prepared breakfast buffet
- Serviced buffet bar
- Prepared Banquet service
- General customer support.

EDUCATION

Diploma of Hotel and Tourism Management

DCT International Hotel and Business Management School

Luzern – Switzerland

March 2009

ACHIEVEMENT

Guest compliment and Letter of Appreciation from General Manager

Renaissance Riverside Hotel Saigon

May 2010 – December 2011

Dean's Honour Roll

DCT International Hotel and Business Management School - Switzerland

March 2008

Dean's Honour Roll

DCT International Hotel and Business Management School - Switzerland

June 2008

Award for Extra Curricular Activities (as a DJ)

DCT International Hotel and Business Management School - Switzerland

June 2008

REFERENCE

Mr. Kristofer Quadros

Director of Operations

Renaissance Riverside Hotel Saigon

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General Manager

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