



# TRACY TRAN

Hello! I'm Tracy, a 24-year-old Business student at Macquarie University, who seeks for a part-time and casual job opportunities where I can improve my skills. I'm an enthusiastic person who has a high sense of responsibility and willingness to learn new knowledge.

## Contact

### Phone

0415-068-173

### Email

tracytran8121999@gmail.com

### Address

Delhi rd, North Ryde 2113

## Education

2019-2022

**Bachelor of Business Administration**

Macquarie University

2023-on going

**Master of Business Analytics**

Macquarie University

## Certification

- RSA (Responsible Service of Alcohol)

## Language

English - fluently

Vietnamese - native speaker

## Experience

**July, 2019 - March, 2021**

**Sharetea Eastwood** | 9 Progress Ave, Eastwood NSW 2122

**Job position here: Part-time sale person**

In Sharetea milk tea shop, I greeted customers and took their order. I also did the counter, and I was trained to prepare different kinds of beverages. Being quick to learn is one of my strengths that helps me remember the recipes and perform the operation skillfully.

**January, 2022 - January 2024**

**Myung Jang K-BBQ Chatswood** | Shop 79A/436 Victoria Ave, Chatswood NSW 2067

**Job position here: Restaurant Supervisor**

During the past 2 years, I served as a supervisor at a Korean BBQ restaurant, where I gained my skills in customer service and team collaboration. My role involved ensuring exceptional customer experiences, which included training in customer communication and providing the good quality service. I was trained to address customer service issues with a positive and efficient attitude, resolving them effectively. Additionally, I developed strong teamwork skills and maintained a friendly and cooperative attitude with colleagues. My experience in this role has equipped me with valuable interpersonal skills and the ability to thrive in a fast-paced, customer-centric environment.

### Job tasks:

- Provide best quality customer service.
- Giving dishes introduction and advice to customers.
- Have a deep knowledge about the menu and confident to provide information about the dish.
- Cashier and working on KPOS systems.
- Tasks organizing for staffs.
- Delivery ordering.
- Recruiting and interview candidates.

### Highlights

- Superior organization and problem-solving skills.
- Fast learner and willing to obtain more skills.
- Strong interpersonal and customer service skills.
- Great ability to follow oral and written instructions.
- Leading and managing team members in the restaurant.
- Strong teamwork skills and sociable characteristics.
- Obtain skills when working in BBQ restaurant.