

ANH DUY (ANDY) PHAN

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📍 Narwee, NSW 2209

SKILLS

- Problem-Solving
- Data Entry
- Critical Thinking
- Planning and Coordination
- Multitasking Abilities
- MS Office

EDUCATION

Kaplan Business School
02/2025

BBA: Hospitality and Tourism

CERTIFICATE

- Barista
- RSA

AVAILABILITY

- Monday
- Tuesday
- Wednesday
- Friday
- Saturday
- Sunday

VISA

820 (Partner) - No restriction working

PROFESSIONAL SUMMARY

Dedicated to offering exceptional assistance to team members and clients. Skilled at coordinating appointments, organizing mail and collecting messages to facilitate office communication. Positive and upbeat with strong relationship-building abilities.

WORK HISTORY

Sharetea QVB - Store Manager

10/2022 - 08/2023

- Supervised guests at front counter, answering questions regarding products.
- Managed store employees successfully in fast-paced environment through proactive communication and positive feedback.
- Maintained proper product levels and inventory controls for merchandise and organized backroom to facilitate effective ordering and stock rotation.
- Managed inventory control, cash control, and store opening and closing procedures.
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.

Mr.Max - Barista/ All-rounder

12/2023 - Current

- Monitored supply levels at counter and maintained customer areas to meet typical demands.
- Listened carefully to customer requests and created personalized, delicious beverages, which improved sales.
- Controlled line and crowd with quick, efficient service.
- Pleasantly interacted with customers during hectic periods to promote fun, positive environment.

Little Bean Glebe - Barista/ All-rounder

03/2023 - 11/2023

- Monitored supply levels at counter and maintained customer areas to meet typical demands.
- Cleaned counters, machines, utensils, and seating areas daily.
- Recommended products based on solid understanding of individual customer needs and preferences.
- Operated espresso machines and commercial coffee brewers to create beverages.