

JUSTIN HOANG

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Summary

I am a friendly and positive person with can-do attitude. Previously, I had experiences in consulting, customer care and customer services staff member at Gym club system; Service staff – cashier at Coffee shop in Vietnam.

I am looking for an entry level job to work and advance experiences, skills in Australia. I hope I can contribute and perform my best as a member of the team.

Available:

+ *Mon - Tue: part-time, after 5pm (9am - 4pm in school)*

+ *Wed - Sun: full-time*

Experience

Consultant - Customer Services Staff |KOI Fitness & Wellness - Ho Chi Minh City, Tan Phu District| 02/2023 - 06/2023

- Search for customer on socials media and others traditional.
- Followed up with customers via telephone or email to ensure satisfaction with their purchase.
- Greeted customers, answered inquiries and resolved customer complaints in a timely manner.
- Kept updated on new products, services, promotions and pricing changes.
- Collaborated with team members from various departments to achieve common goals.
- Provided product information to customers and addressed all questions promptly and knowledgeably. Handled cash, bank card, credit card transactions accurately by following established procedures.
- Asked probing questions to determine service needs and accurately input information into electronic systems.

Skills

- Customer Service
- Public Speaking
- Research
- Team Working
- Problem-Solving
- Multitasking

All-Rounder | Hien Nha Coffee - Ho Chi Minh City, Tan Phu District | 02/2022 - 01/2023

EXPERIENCE

- Processed customer orders quickly and accurately, including cash and credit card payments;
- Maintained clean lines soft the bakery area, including counters, tables, display cases, and floors;
- Prepare coffees; prepare light food; prepare cold drinks;
- Cleaning dishes, glasses, plates, spoons....

BARISTA SKILLS

- Basic latte art (heart, tulip or wing tulip);
- Workflow & customer service;
- Cleaning and maintenance Espresso machine;
- Extracting Espresso;
- Less than 3kgs.

Education and Training

First Short Barista Training | Sydney, NSW 2000 | 06/2024

Barista Certificate

Rhodes International College | Sydney, NSW | 05/2024

College Degree (Currently The Process of Studying): Information Technology

Hoa Sen University | Ho Chi Minh City, Vietnam | 02/2023

Bachelor of Business Administration