# Objective

* Gain more experiences from practice.
* Develop skills in time management, project management, human resources and interpersonal communication.
* Find an inspiration from active working environment.

# Experience

## Highlands Coffee 05/2009 – 12/2009

Hanoi, Vietnam Waitress

* Served customers by taking orders.
* Served food and preparing tables.
* Dealt with payments of the bills.
* Ensured that tables are clean and tidy.
* Made customers feel welcome and comfortable.

Carroll University – Business Department 8/2011 – 5/2012

Wisconsin, USA Receptionist.

* Took care of mailing and document papers
* Made sure about guests’ come and leave time.
* Made appointment and schedule for staffs.
* Rearranged office after workday.
* Made guests feel they are warmly welcomed.

Norlandia Storslett Hotell 06/2013 – 09/2013

Storslett, Norway Reception, waitress, kitchen assistant, housekeeping.

* Make sure about the cleanliness of hotel rooms everyday.
* Doing reports on hotel orders and deliveries (bed’s linens, groceries, etc.)
* Creating work schedule for staffs in specific department.
* Took care of mailing and document papers.
* Made guests feel welcome and comfortable at our service.

Holiday Club Saimaa 10/2013 – now

Lappeenranta, Finland Housekeeping shift manager

* Arrange working schedule for staffs according to working volume.
* Guarantee brightness around hotel’s rooms, corridors and public areas.
* Manage diversified team functioning and working under cases of pressure.

Extra-Curricular Activities

## Blanket for Children 06/2011- 07/2011

Malaysia Volunteer work

* Raised funds for Children.
* Collected old clothes, blanket, used books for children in difficult circumstances.
* Taught children English language.

Made In 12 01/2011 – 08/2011

Hanoi, Vietnam High School Graduation Event

* Organized an event systems and divided them into different departments.
* Had meeting with companies’ representatives and signed contracts for sponsorship.
* Made sure about event foundations (stage, lights, sounds) and programs (speech, performances).
* Worked with other students to make a remarkable and unforgettable event.

Vietnamese Summer Institute 07/2009 – 08/2009

Wisconsin, USA School Culture Exchange Program

* Learnt about US Culture, why it became one of the largest industries in the world.
* Visit museums and places of interests.
* Joined conferences about Business and Economics Industry.

Association Internationale des Étudiants en Sciences Économiques et Commerciales 11/2012 – now

AIESEC Saimaa, Finland Out Going Exchange

* Team building and working for different exchange projects.
* Organize cultural events to spread understandings and enjoyment in culture diversity.
* Recruiting new member through interviews.

Education

## Hanoi – Amsterdam Specialized High School 8/2008 – 5/2011

Biology specialized, High School Diploma

## Carroll University 8/2011 – 5/2012

Business Administration – Finance emphasis, Bachelor Degree

Saimaa University of Applied Sciences 8/2012 – present

Hotel, Restaurant and Tourism Management – Bachelor Degree

# Languages

Vietnamese Native language

English Professional proficiency

Spanish Basic

Finnish Basic

# Computer Literacy

Microsoft Office, Power Point, Excel, the Internet.

# Interests

Animals Piano Drawing

Basketball Music Reading

# References

Hoang Thuy Linh Café Manager

Highlands Coffee

Address: 6 Nha Tho Street – Hoan Kiem – Hanoi

Telephone: (+84) 1673326077

Email: Linh\_hoang26@gmail.com

Janet Dargatz Dean Assisstant

 Business Department of Carroll University

 Address: 1111 Sentry Drive – Waukesha – WI53186 – USA

 Telephone: (262) 524-7650

 Email: jdargatz@carrollu.edu

Michael Reuter General Manager

 Storslett Hotel

 Address: Lyngsmark 5 – 9151 Storslett – Norway

 Telephone: +47 98 22 25 55

 Email: Michael@norlandia.no

Jonna Pesonen Shift Manager

 Holiday Club Saimaa

 Address: Rauharantie 1, Lappeenranta 53180, Finland.

 Telephone: + 358 43 824 6305

 Email: Jonna.pesonen@n-clean.fi

Linh Nguyen,

February 2015