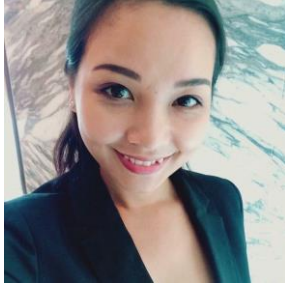


GENERAL INFORMATION



Full name Tran Thi Bich Ngoc - Sally
DOB 29th November 1986
Mobile phone (+84) 0902 083 600
Email ngoctran.sally86@gmail.com
Address 134 Ngo Gia Tu St., Phuoc Tien Ward, Nha Trang City, Khanh Hoa, Vietnam.

SKILL

Office skill

Computer skill Microsoft Word, Excel, PowerPoint, Outlook
Lotus Note
Photoshop
Opera
Reservation Assistant – Spa (USA)
Ebiz – Spa (Vietnam)
ESpa (Malaysia)

Training skill Create training courses and training materials
Conduct on-job training and testing
After training efforts

Coaching skill Support and create personal development plan
Follow up with employee’s KPI
Support in employee personal’s orientation

Hospitality skill Customer care
Handling guest comments

Leadership skill Time arrangement
Task assignment
Team achievements
Muti-cultural working environment

New product launching

Pre-opening spa
hotel/resort skill

WORKING EXPERIENCE

Nov 15 – Feb 16	<ul style="list-style-type: none">• Spa & Recreation Manager	The Reverie Saigon Hotel One of The Leading Hotel of the World
Feb 15 – Nov 15	<ul style="list-style-type: none">• Spa Manager – Phu Quoc Island• Pre-opening management team	Vincharm Spa Co., LTD
Aug 12 – Feb 15	<ul style="list-style-type: none">• On behalf of Spa Manager	Park Hyatt Saigon
Dec 11 – Aug 12	<ul style="list-style-type: none">• Assistant to Spa Manager	Park Hyatt Saigon
Sep 10 – Nov 11	<ul style="list-style-type: none">• Spa Supervisor	L’Apothiquaire Artisan Beaute French spa and spa products
Mar 10 – Sep 10	<ul style="list-style-type: none">• Assistant to BOD	L’Apothiquaire Artisan Beaute French spa and spa products
Feb 09 – Mar 10	<ul style="list-style-type: none">• Executive Assistant to Director	EuroSky Co., Ltd About hotel/resort setup, consultation and pre-opening training
Dec 08 – Jan 09	<ul style="list-style-type: none">• Executive Assistant to Sales Director	OST Co., Ltd About IT solutions and data center system
Nov 07 – Nov 08	<ul style="list-style-type: none">• Store Supervisor	Future Sense Corp. About Swedish ice-cream product
Mar 06 – Nov 07	<ul style="list-style-type: none">• Assistant of General Director	Future Sense Corp. About Swedish ice-cream product
During student	<ul style="list-style-type: none">• Team Leader of Event Club	VATC School Non-distance studying abroad of Cambridge University

EDUCATION

Cambridge – VATC	Diploma of Travel and Tourism Management
VAAC	Hotel Management Course