

# HA MY HOANG

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Self-motivated individual with excellent technical and problem-solving skills. Detail-oriented and able to learn new concepts quickly.

## EXPERIENCE

**FEBRUARY 2022 - PRESENT**

**COUNTER ATTENDANT | BANH MI 64, ABBOTSFORD, BC**

- Responsible for managing store and opening and closing premises.
- Responsible for taking orders, processing ordered items, and serving customers.
- Warmly greeted visitors to promote great customer service and positive ordering experience.
- Processed cash and credit card payments, promptly returning receipts, coins, bills, and payment cards to customers.
- Created and ran store's promotion and advertisement on social media platforms.
- Wiped down tables and removed trash and dirty plates to provide a clean, welcoming dining environment.
- Answered questions regarding ingredients and preparation techniques to educate customers before placing orders.

**JANUARY 2023 – APRIL 2023**

**PRACTICUM STUDENT | CITY OF ABBOTSFORD**

- Developed and practiced study techniques to retain information and meet assignment objectives.
- Balanced school with extracurricular activities and built social connections for personal and professional growth.
- Joined extracurricular activities to explore interests or passions outside classroom.
- Learned new methods, processes and procedures for research and writing.
- Prepared reports, presentations and articles using Microsoft Word and PowerPoint.
- Created graphs, spreadsheets, and presentation slides to help researchers present findings.
- Drafted research papers with resource citation in required format.

## EDUCATION


**BACHELOR OF BUSINESS ADMINISTRATION – HUMAN RESOURCES MANAGEMENT**

UNIVERSITY OF THE FRASER VALLEY

Expected in June, 2024

**AWARDS AND HONORS:**

- Dean's list of Distinguished students for Fall 2021 and Fall 2022

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- Returning International Student Excellence Scholarship, February 2022

## **SKILLS**

- Adaptability and Flexibility
- MS Office
- Customer Service
- Teamwork and Collaboration
- File and Document Management
- Verbal and Written Communication
- Information Research and Sourcing
- Data Entry
- SPSS
- Social Media (Facebook, Instagram, TikTok, Twitter)
- Report Writing

## **LANGUAGES**

- Vietnamese
- English