



PROFILE

A dedicated event professional with over six years' experience in customer service. Specializes in exceeding guests' expectations through exceptional communication and liaison skills to plan and execute corporate and social events. Now seeking a professional and positive work environment to contribute my experience, skills and expertise.

PROVEN ABILITIES, QUALIFICATIONS AND PERSONAL ATTRIBUTES

- ❖ Strong team member contributing to success of any organization
- ❖ Encouraging the growth of independent members into leaders
- ❖ Globally minded by understanding and showing an interest in other cultures to build long term relationships
- ❖ Great time management, reliable and committed
- ❖ Adapt easily to new situations and changes regardless of the challenge
- ❖ Fluent in English and Vietnamese with reading and writing skills
- ❖ Microsoft word, Excel and PowerPoint proficiency

WORK EXPERIENCES

- ❖ **Food & Beverage Supervisor** **March 2011 – December 2014**
Executive Royal Hotel - Calgary, AB

Oversee all aspects of front and back of house services in the food and beverage divisions including the banquet, restaurant and lounge departments. Complete banquet setups, execution, take downs with strong knowledge of all bar services and billings. Manage restaurant and lounge operations including room service to ensure utmost service is provided to all hotel guests.
- ❖ **Student Event Coordinator** **January 2014 – September 2014**
The Art Institute of Vancouver - Vancouver, BC

Directed and executed with the Student Affairs department all leisure events at the college with limited time and budget. Events fluctuate between graduations, performance shows, fundraisers and arranging activities for each holiday celebrations for up to 400 guests. Gained knowledge in completing administrative work in this area and also developed relationships within the school community.
- ❖ **Banquet Server** **September 2008 – October 2010**
Radisson Hotel Calgary Airport - Calgary, AB

Provided quality service to banquet customers by providing food and beverage to all meeting and banquet rooms with the specified requirements. Maintained a favourable working relationship with all other company employees to foster and promote a cooperative working climate.

VOLUNTEER EXPERIENCES

❖ Dance Instructor

January 2014 – September 2014

The Art Institute of Vancouver - Vancouver, BC

Instruct the dance club at school to build a stronger community for 30 students with zero to 15 years of experience. Arranged performances for school events including flash mobs as well as presented for the Variety Children's Charity, Boat for Hope.

Father Lacombe High School - Calgary, AB

February 2011 – June 2013

Bishop Kidd Junior High School - Calgary, AB

Father Scollen Junior High School - Calgary, AB

Choreographed and taught a variety of hip hop dances and cultural dances during class times and after school dance clubs to a division of 30-40 students in high school to prepare for multiple performances throughout the school year.

EDUCATION

The Art Institute of Vancouver – Vancouver, BC

October 2013 – September 2014

- ❖ Event Management Diploma Program
- ❖ President's Honour Roll , 4.0 GPA
- ❖ Completed 170+ volunteer hours

Father Lacombe High School – Calgary, AB

September 2010 – June 2013

- ❖ Graduated – High School Diploma
- ❖ Honour Roll Student

CERTIFICATIONS

Wedding Planner Institute of Canada (WPIC) - Vancouver, BC

September 2014

- ❖ Canada's Professional Wedding Coordinator

FOODSAFE Certification - Vancouver, BC

December 2013

- ❖ British Columbia FOODSAFE – Level 1

Pro Serve Certification - Calgary, AB

August 2013

- ❖ Alberta's liquor license

MEMBERSHIPS

International Special Events Society (ISES) - Vancouver, BC

July 2013 - Present

- ❖ Student Membership

INTERESTS

Dancing, going for runs, weightlifting, playing American football and riding my motorcycle.