

PHẠM NGỌC THÀNH THẢO

0936630412
kat.pm56@gmail.com
35 Dạ Nam street, Ward 02,
District 08

Dear Hiring Manager,

I am writing to express my interest in the HR and Administration Manager position at your company. With a strong background in HR and Administration, I bring expertise in recruitment, employee engagement, and operational management, ensuring both internal and external client satisfaction.

In my role at Thanh Chau Limited Company, I led HR policy development, streamlined recruitment processes, and enhanced employee engagement, contributing to a more cohesive and productive workplace.

At GMS Group, I surpassed recruitment targets by 130% within the first month, significantly strengthening team capacity and performance.

I am eager to bring this dedication and proven impact to your company and am excited about the opportunity to contribute to your team.

Thank you for considering my application.

Warm regards,

Phạm Ngọc Thanh Thảo



PHẠM NGỌC THANH THẢO

HR - ADMIN Manager



0936630412



kat.pm56@gmail.com



<https://www.linkedin.com/in/phamngocthanhthao/>

EDUCATION

HCM University of Science - ITEC program

Bachelor Degree in Business Science Management

Oct 2017 - Apr 2021

IELTS - 6.5

Sep 2017

EXPERTISE

- Management Skills
- Negotiation
- Critical Thinking
- Communication Skills
- Organizational skills
- Attention to detail
- Ability to handle multiple tasks

LANGUAGE

- English

ACHIEVEMENT

FIKA

- Recruit employees for each department - *over 150% rate of candidates* for 1 month
- Support Event Department for *branding company's profile*
- Updating *PIT and Insurance* for *100 people* during COVID-19

GMS GROUP

- Fully recruit 10 sales employees for the first month - *over 130% expected*
- Support Sales and Sales Manager *creating workflow and report* for GMS and Park Hyatt
- *Support in customers data* to get over 50 sales for team on the first month

PROFILE

As a dedicated HR and Administration Manager, I am actively seeking new opportunities to leverage my skills in driving a company's success. My greatest satisfaction comes from ensuring that both internal and external clients experience excellence in every product and service. I am eager to bring this level of commitment and dedication to your organization.

WORK EXPERIENCE

Thanh Chau Limited Company

Jan 2024 to Now

HR & Administration Manager

1.HR Strategy & Policy:

- Create HR policies aligned with goals; lead initiatives to boost engagement, performance, and retention.

2.Recruitment & Onboarding:

- Oversee recruitment and onboarding, refining strategies to attract top talent.

3.Employee Relations & Engagement:

- Address employee concerns, promote a positive culture, and support managers with performance plans.

4.Performance Management:

- Manage appraisals, goal-setting, and track performance metrics for talent development.

5.Administrative Management:

- Ensure efficient office operations, supervise admin staff, and manage HR budgets.

6.Compliance & Risk:

- Maintain labor law compliance, conduct audits, and secure employee records.

7.HR Metrics & Reporting:

- Monitor HR metrics, prepare reports, and use analytics to guide decisions.



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HR & Administration Executive

Jun 2023 to Jan 2024

1. Recruitment & Talent Acquisition:

- Identify staffing needs, source candidates, and conduct interviews.

2. Onboarding & Training:

- Develop onboarding and assess training effectiveness.

3. Employee Relations:

- Address employee concerns and support engagement.

4. Performance Management:

- Assist with appraisals and track performance metrics.

5. Sales Administration:

- Oversee sales admin tasks and process orders.

6. Compliance & Policy Management:

- Ensure HR compliance and maintain records.

GMS GROUP - F&B Loyalty Program Provider for Hotel Industry

Jan 2022 to Jun 2023

HR & Administration for Sales department

1. Recruitment & Talent Acquisition:

- Partner with sales management to define roles, source candidates, and manage interviews.

2. Onboarding & Training:

- Create onboarding programs; evaluate and improve training effectiveness.

3. Employee Relations:

- Address employee concerns, foster engagement, and resolve conflicts.

4. Performance Management:

- Support appraisals, track metrics, and assist with improvement plans.

5. Sales Administration:

- Manage databases, process orders, and ensure resources for sales team success.

6. Compliance & Policy:

- Ensure policy adherence, assist with updates, and maintain accurate records.



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Fika - The female-focused AI social & dating app

June 2021 to Dec 2021

HR & Administration Executive

- Source, screen, and shortlist candidates for various roles.
- Coordinate and conduct interviews, and facilitate the hiring process.
- Help resolve employee issues and concerns in a timely manner.
- Manage office supplies and equipment, ensuring all are adequately stocked.
- Assist in the organization of company events, meetings, and training sessions.
- Prepare and maintain HR-related reports and documentation.
- Ensure compliance with labor laws and regulations.
- Maintain accurate employee records and HR documentation, ensuring confidentiality.
- Assist with audits and inspections as required.
- Assist in developing training materials and programs for employee development.

Thanh Chau Limited Company

Jan 2021 to June 2021

HR & Administration

- Prepare contracts for the company's employees and freelancers.
- Proofreading and making contracts and documents.
- Assist in the provision, storage, and management of administrative documents.
- Translation and interpretation between Vietnamese and English.
- Manage company expenses.
- Support with recruitment and scanning CVs.