



Melissa Nguyen

Student · Curtin University

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About

A motivated and dedicated student pursuing a degree in Marketing and Human Resource Management at Curtin University. Possesses valuable experience in the hospitality and retail industry aiming to enhance professional growth, acquire new skills, and contribute to the achievement of organisational management goals and objectives. Eager to gain further work experience and make a positive impact in a dynamic environment.

Talents & Endorsements

Teamwork · Proactive · Communication · Time Management · Detail Oriented · Organised

Experience

Retail Sales Assistant · Myer

2022 - Present · Morley WA, Australia

- Casual
- Departments worked: Ladies Shoes & Handbags, Women's Wear, Children's Wear, Personal Care and Men's Youth & Denim
- Customer Service – Provide customers with in-depth information about products, assist customers with purchases decisions & answer customer queries.
- MyCustomer Order – the handling of customer online orders and returns.
- Operation of POS register and EFTPOS payments including CommBank Rewards, Afterpay, Humm, Layby and Gift Cards.
- Telephone Orders – placing items on hold and preparing home delivery orders for customers.
- End of day balancing registers - cash clearance and POS reconcile

Waitress · Munchee Corner

2021 - 2023 · Northbridge WA, Australia

- Took customer orders, and served food and beverages
- Operated the cashier and handled the exchange of money including card payments (POS & EFTPOS)
- Responsible for stock fill
- Managed takeaway orders through phone and delivering services (EASI) – packed and prepared orders.

Bobarista · Boba Bear

2021 - 2022 · Mirrabooka WA, Australia



- Additional locations worked: Midland Gate & Whitford City
- Alternating roles – cashier, drink maker, kitchen hand.
- Take orders and operated cashier (POS, EFTPOS & cash payments)
- Cash balancing and bookkeeping
- Prepared and packed deliveries for delivery services such as Uber, Menulog, Deliveroo and Door Dash.
- Management of stock

Education

Bachelor of Commerce · Curtin University

2021 - Present · Bentley WA, Australia

Mercy College

2014 - 2020 · Koondoola WA, Australia

