



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

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

Experience

Munchee Corner Korean Restaurant • Waitress/All-rounder

Jan 2021 – May 2021 (Full-Time)

- 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.

Boba Bear (Mirrabooka, Midland & Whitford) • Bobarista/All-rounder

May 2021 – November 2022 (Part-Time)

- 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

Myer (Morley) • Retail Sales Assistant

June 2022 – Ongoing (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 purchase 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.

Education

Mercy College
2015 - 2020 . Koondoola WA, Australia

Bachelor of Commerce . Curtin University
2021 - Present . Bentley WA, Australia

References

Lena Tran
Customer Service Manager (Myer)
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Angeline Tang
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