



Ngoc Nguyen

Manager Assistant

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Languages

Vietnamese

English

About

As a results-driven retail professional with management experience, I'm adept at delivering exceptional customer service and team performance. Skilled in social media engagement, problem resolution, and fluent in English and basic Vietnamese, I can adapt effortlessly to dynamic retail environments.

BRANDS WORKED WITH

MARYLEBONE NAILS AND BEAUTY

RYOKUDO JKT

Experience

● Social Media and Marketing Assistant

RYOKUDO JKT | Jan 2021 - Now

- Secretarial support to the management team with complex calendar management.
- Assist with strategy and execution of marketing events and promotion to increase traffic and sales.
- Implements Facebook and Google ads campaigns to increase monthly website traffic and digital existence .

● Assistant Manager and Front Of House

MARYLEBONE NAILS AND BEAUTY | Sep 2019 - Sep 2022

- Assistant manager coordinated events and manage a team of five to a successful team of five to meet and surpass the sales target
- Monitored and provided customers with upscale experience and problem resolution to achieve the best outcome.
- Proactively engaged with customers to assist with any queries through social media platforms.

WORK EXPERIENCE : SOCIAL MEDIA MARKETING

Education & Training

2022

● University of Westminster

BA Honor in Marketing Management,

2018 - 2019

● Kaplan International College London

Foundation certificate in Business, Law and Social Sciences,