



# Nhi Nguyen

Assistant Manager

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## Languages

English

## About

With a background in customer service and retail management at Yifang, I specialise in overseeing daily operations and inventory control. My adaptability helps me thrive in fast-paced retail environments. Additionally, my experience as a Trainee Nail Technician has enhanced my product knowledge and customer service skills.

### BRANDS WORKED WITH

Chloe's Nails

Jasmine Nails and Beauty

Silver Swan Nail Spa

Yifang

## Experience

### ● Assistant Manager

Yifang | Apr 2023 - Now

- Oversee daily shop operations, including social media management, cooking toppings, and drink preparation.
- Deliver exceptional customer service by taking orders and serving customers promptly and courteously.
- Supervise and mentor new employees, diligently managing weekly rosters for optimized productivity.
- Maintain meticulous inventory control to ensure consistent stock availability and a seamless customer experience.
- Foster a culture of open communication and teamwork within the team, ensuring a harmonious work environment.

### ● Trainee Nail Technician/Receptionist

Chloe's Nails | Jan 2022 - Apr 2023

- Manicures and Pedicures: Experienced in providing high-quality manicures and pedicures, ensuring exceptional grooming and nail care.
- Product Knowledge: In-depth knowledge of nail care products, including polishes, gels, acrylics, and nail extensions.
- Sanitation and Hygiene: Committed to maintaining a clean and sanitary work environment to ensure the safety and well-being of clients.
- Customer Service: Skilled in delivering excellent customer service, addressing client needs, and ensuring a positive salon experience.
- Appointment Management: Efficient in scheduling appointments and managing bookings to optimize daily salon operations.
- Time Management: Well-organized and able to prioritize tasks to maximize efficiency and meet appointment schedules.
- Adaptability: Flexible in handling various nail-related requests and adapting to changing trends and styles.
- Reception Duties: Experience in handling reception tasks, including phone inquiries, appointment bookings, and payment processing.

### ● Trainee Nail Technician/Receptionist

Silver Swan Nail Spa | Jan 2022 - Jul 2022

- Demonstrated an exceptional flair for creativity and an acute attention to detail in crafting exquisite nail designs for discerning clients.
- Employed active listening and exceptional communication skills to ensure complete client satisfaction.
- Successfully managed reception duties, skilfully scheduling appointments, processing payments, and providing first-class client care.

### ● Intern

Jasmine Nails and Beauty | Sep 2021 - Dec 2021

- Acquired invaluable practical experience under the guidance of an experienced nail technician.
- Cultivated exceptional customer service skills, adeptly handling appointments, phone inquiries, and payment processing.
- Progressed to serving real clients after achieving mastery on practice hand models.

- Volunteer Administrative Assistant

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## Education & Training

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- 2022 - 2023 ● Southwark College  
BTEC L3 Health and Social Care,
- 2021 - 2022 ● Southwark College  
BTEC L2 Health and Social Care,
- 2020 - 2021 ● Southwark College  
Level 1 ESOL,