



PHAM DANG KHOA

INTERN - TOUR GUIDE

PERSONAL INFORMATION

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Ly Hoa Hamlet, Quy Nhon Dong, Gia Lai Province, Vietnam

CAREER OBJECTIVE

Short-term: Successfully complete the internship, gain practical knowledge, and develop tour coordination skills to become a professional tour guide.
Long-term: Become a professional international tour guide and advance to a tour operations position within the next 5–7 years.

SKILLS

COMMUNICATION SKILLS

- Confident in presenting ideas, with strong active listening skills and the ability to communicate information clearly and coherently in diverse environments.

TEAMWORK SKILLS

- Actively collaborate and support team members to achieve common goals; adaptable and able to take on different roles within a team.

PROBLEM - SOLVING SKILLS

- Quick to identify issues, analyze root causes, and propose practical, feasible solutions to optimize work efficiency and resource utilization.

EDUCATION

DONG A UNIVERSITY 2023 - 2027
Major Tourism and Travel Services Management
Current GPA: 3.5/4.0

CERTIFICATIONS

- 11/2025
Advanced Certificate in Office Informatics
- 05/2025
National Defense Education
- 06/2026
HSK Level 3 (Chinese Proficiency Test)
- 06/2026
JLPT N5 (Japanese Language Proficiency Test)

HONORS AND AWARDS

- 2023 - 2024
Outstanding Student of the Faculty of Tourism Class K23
- 2023 - 2024
Excellent Completion of Youth Union Cadre Training Program
- 2024 - 2025
Third Prize in Environmental Poster Design Competition

WORK EXPERIENCE

FLC QUY NHON BEACH & GOLF RESORT 5 05/2025 - 07/2026
INTERN - TOUR GUIDE

- Conducted guided tours and recreational activities at the resort, providing commentary on local attractions and internal facilities for guests.
- Designed and organized entertainment programs, team-building events, and outdoor recreational activities to enhance guest experience at the resort.
- Collaborated with the Marketing Department to promote special entertainment programs and seasonal events through direct communication channels and social media platforms.
- Monitored and coordinated service schedules to ensure accuracy, punctuality, and high levels of customer satisfaction throughout the guest experience.
- Supported customer service by promptly handling guest feedback and requests, contributing to improved CSAT scores for the Entertainment Department as well as other departments such as Front Office and F&B.
- **Awarded** "Best Intern of the Entertainment Department".

TIME MANAGEMENT SKILLS

- Able to prioritize tasks effectively and ensure timely completion of duties under high-pressure conditions.

COMPUTER SKILLS

- Proficient in Microsoft Office (Word, Excel, PowerPoint) and online work management tools.

AI SKILLS

- Proficient in utilizing AI tools (such as ChatGPT, Gemini, and Midjourney) to optimize information retrieval, streamline document drafting, and enhance work efficiency.

LANGUAGE SKILLS

- Basic communication skills in Chinese and Japanese, with the ability to read and understand specialized materials.

INTERESTS

- Reading personal development books, traveling and exploring new experiences, learning about new technologies, and participating in volunteer activities.

REFERENCES

Full Name: Dang Thi Kim Thoa
Position: Vice Dean, Faculty of Tourism, Dong A University
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SHOPEE SPRESS

12/2025 - 4/2026

FOOD DELIVERY RIDE

- Received and delivered food orders on time; checked order accuracy, supported customers, and handled unexpected situations to enhance service experience.

LINH KY RESTAURANT

3/2025 - 4/2025

WAITER

- Provided customer service and menu consultation (roast pork, noodles, porridge, etc.), ensured service quality, supported daily restaurant operations, and promptly handled customer requests.

ANH LINH FLOWER SHOP , BINH DUONG 9/2022 - 11/2022

FLORIST

- Experienced in floral arrangement (bouquets, baskets, and event decorations), with strong skills in color coordination and creative design based on customer requirements; proficient in flower preservation techniques and providing suitable product consultation for events, weddings, funerals, etc.

B&D LINGERIE CO., LTD, BINH DINH 07/2021 - 09/2021

MAINTENANCE TECHNICIAN

- Experienced in maintaining and repairing industrial sewing machines (single needle, overlock, kansai), and quickly troubleshooting production line issues.
- Proficient in basic electrical system inspection, ensuring stable machine operation, minimizing downtime, and improving overall productivity.

ACTIVITIES

FIELD TRIP INTERNSHIP NORTHERN VIETNAM TOUR

17/4/2024 - 23/03/2024

First - Year Student

- Learned essential tour guide skills, including situational handling, activity facilitation, foreign language communication, and note-taking of destinations and routes.

PARTICIPATED IN ORGANIZING A BIODIVERSITY CONSERVATION EVENT AT DONG A UNIVERSITY

01/11/2024 - 01/11/2024

Logistics Team – Team Leader

- Planned and coordinated logistics and material preparation, ensuring the event ran smoothly and on schedule.

PARTICIPATED IN DESIGNING A ONE-DAY TOUR ITINERARY: DA NANG – QUANG NAM

03/11/2024 - 04/11/2024

Executive Committee – Member

- Coordinated tour itineraries and managed logistics; directly monitored service quality, supported cost calculation and price negotiation with partners. Recognized for being proactive, adaptable in handling situations, and successfully completing assigned tasks.

FIELD TRIP INTERNSHIP – DA NANG TO DA LAT 4D3N TOUR

24/02/2025 - 27/02/2025

Second-Year Student – Bus 3 Team Leader

- Supported and coordinated with tour guides, organized onboard activities, and engaged participants during the journey. Handled unexpected situations, ensuring safety and maintaining a lively atmosphere for the group.

PARTICIPATED IN “BEP YEN VUI” – ZERO-COST MEAL CHARITY PROGRAM

12/05/2024 - 12/05/2024

Volunteer

- Directly assisted in food preparation for charity meals; supported coordination and served meals to people in difficult circumstances, developing teamwork skills and a strong sense of service.