

Ngo Huu Gia Khai

+65 9366 7208 | khaingo080408@gmail.com | [LinkedIn](#)

EDUCATION

Diploma in International Trade & Logistics, Temasek Polytechnic

Apr 2025 – Current

Completed relevant modules in:

- Effective Communication
- Business Technology & Analytics
- Statistics for Business
- Supply Chain Management & Technology

GCE 'O' Levels, Whitley Secondary School

Jan 2021 – Sept 2024

- Obtained L1R4 15 credits

SKILLS

Technical/Domain Skills

- Skilled in supply chain coordination and logistics operations management to manage logistics workflow.
- Familiar in the use of Microsoft Excel and Power BI for data analysis and reporting.
- Competent in the use of inventory management and point-of-sale (POS) systems to help to manage inventory as well as procurement better.
- Familiar with international trade, warehousing, and transportation processes to help streamline operations and improve customer satisfaction.

Generic Skills

- Able to provide quality customer service by being attentive and adaptable to customer needs.
- Exhibited strong teamwork and communication skills, leading to efficient coordination during operations and events.
- Demonstrated adaptability and time management skills while balancing academic and work commitments.

WORK EXPERIENCE

Part-Time Retail Sales Assistant, Marimekko

Apr 2026 – May 2026

- Applied customer service and merchandising skills to understand customer needs and provide personalised assistance
- Supported efficient store operations to enhance customer satisfaction
- Demonstrated strong communication skills when engaging customers
- Provided clear product information to support informed purchasing decisions
- Enhanced overall customer experience through effective customer interaction

Freelance Server (via Staffie App), SevenDaze (BYD)

Dec 2025 – Feb 2025

- Applied teamwork skills to deliver efficient food and beverage service during peak operations
- Coordinated with team members to uphold service standards and ensure timely delivery
- Demonstrated strong communication skills by engaging customers and anticipating their needs
- Provided accurate service information to support a smooth and high-quality dining experience

Part-Time Retail Associate, Pop Mart

Aug 2025 – Oct 2025

- Applied inventory management and operational skills to conduct stock checks, replenishment duties, and cashiering processes efficiently
- Supported smooth daily store operations while maintaining accurate inventory control
- Demonstrated strong customer service skills by engaging customers professionally and addressing enquiries effectively
- Delivered a positive shopping experience aligned with brand service standards

CO-CURRICULAR ACTIVITIES

**Head of Publicity, International Trade & Logistics Interest Group,
Temasek Polytechnic**

Year 2026

- Led 4 publicity and marketing initiatives for the Interest Group by designing promotional content of the course and managing outreach through Instagram and other digital platforms, increasing event awareness and student participation. Collaborated with 6 committee members to coordinate publicity efforts and ensure smooth execution of campaigns and events.

**Special Projects IC, Peer Support Leader, Whitley Secondary
School**

Year 2023

- Coordinated special projects, including the Mental Health Retreat and International Welcome Tea for foreign students, by planning bonding and welfare activities for 80 participants, resulting in stronger student engagement and a more inclusive school environment.

Section Leader, Concert Band, Whitley Secondary School

Year 2023

- Led section practices for a section of 12 members, strengthening teamwork and discipline through structured rehearsals and peer guidance, resulting in improved ensemble coordination and performance consistency in school events like National Day, Secondary School Openhouse and country wide performances like SYF, which my school won 'Commendation' for in 2023.

REFERENCES

Available upon request