



# Ricky Huynh

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## Work Experience

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**Chemist Warehouse**

**2024 - Present**

**Pharmacy Assistant**

- Provided tailored recommendations on vitamins and supplements by actively listening to customer needs and confidently guiding them to appropriate solutions
- Consistently worked toward upsell targets by aligning product benefits with customer goals, contributing to overall KPI success for the store
- Managed all point-of-sale transactions, maintaining precise and efficient cash handling processes
- Took ownership of customer education by explaining complex product features in a simple, relatable way to build trust and repeat engagement

**Cotton On**

**2019 - 2024**

**Sales Assistant**

- Delivered personalised service by anticipating individual customer needs and aligning them with product offerings, creating strong brand experiences
- Accurately processed transactions, returns, and exchanges while ensuring compliance with company procedures and maintaining strong attention to detail
- Proactively communicated sales, promotions, and store updates to customers to drive interest and conversion
- Maintained store presentation through stock replenishment, visual merchandising, and cleanliness, contributing to a seamless and inviting shopping experience

## Education

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**Monash University**

**2024**

*Bachelor of Pharmaceutical Science*

**Box Hill High School**

**2018**

*Victorian Certificate of Education*