

**Name** : Ong Nou  
**Phone Number:** (855) 60330606  
**Address** : Khan Sen Sok, Phnom Penh.  
**Email** : [ongnou097@gmail.com](mailto:ongnou097@gmail.com)

**To** : Human Resources Department Team  
**RE:** Team Leader

Dear HR Department Team:

I have received your job by announcement I'm very interested in this job advertisement so much, because it my goal and favorite job so I wish to apply for position Team Leader at your company. I would like to apply for position this work I think that this work to be knowledge and knowhow and I hope that you are company to transfer good experience for me in order to development for a future.

I think that my background to complete your requirement because I were person try to work and honest in work and I carefully when I have been completing work.

I promise that, when I have become a staff of your company I will to try my best, I will hard work and be careful my work to be excellence and follow to labor law and especially in your company policy.

Thanks for sending your busy time to read cover letter and I would to welcome in opportunity to get your in company all time. I am going to happy to provide additional information and discuss your requirement greater detail.

Best regards,

Ong Nou



## PERSONAL ABOUT ME

As a person who is willing to learn and my works experience with different positions and as a diligent person, I am looking forward to get a good position and a good job opportunity with real job responsibilities. And use my interpersonal skills to improve myself to develop your company that grows to the best of my ability.

**Mr. Ong Nou**


***Team Leader***

PERSONAL INFO	EDUCATION IFON
<ul style="list-style-type: none"> <li>- Gender : Male</li> <li>- Nationality : Khmer</li> <li>- Place of Birth : Khos Kong Province</li> <li>- Date of Birth : 03-Mar-1991</li> </ul>	<ul style="list-style-type: none"> <li><b>2011 - 2015</b> : Graduated bachelor degree in management at Human Resources University</li> <li><b>2007 - 2010</b> : Completed high school at Sre Ambil High School.</li> </ul>
CONTACT IFOR	EMPLOYMENT HISTORY
<ul style="list-style-type: none"> <li>- Currently Address: Phnom Penh City</li> <li>- Phone Number : +85560330606</li> <li>- Telegram: <a href="https://t.me/ongnou">https://t.me/ongnou</a></li> <li>- Email: <a href="mailto:ongnou097@gmail.com">ongnou097@gmail.com</a></li> </ul>	<p>March 2014 –30 November 2023: <b>Asia Master (Cambodia) Co., Ltd</b></p> <ul style="list-style-type: none"> <li>❖ <b>January 2021 – November 2023</b> <b>Workforce Manager (WFM)</b> Duties and job responsibilities: <ul style="list-style-type: none"> <li>• Maintains organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews recommending changes.</li> <li>• Overseeing the annual employee review process.</li> <li>• Arrange schedule and Rooster monitoring and salary document.</li> <li>• Developing and implementing HR policies and procedures.</li> <li>• Ensure line managers are up to date with changes to any policies</li> <li>• Measure employee satisfaction and identify areas that require improvement.</li> </ul> </li> <li>❖ <b>October 2015 – December 2020</b> <b>Head of Department (HOD)</b> Duties and job responsibilities: <ul style="list-style-type: none"> <li>• Work closely with the team, motivating and coaching them hosting 1-2-1's and team meetings.</li> <li>• Keeping up to date with business development and new product lines.</li> <li>• Reporting to the Customer Service Manager.</li> <li>• Manage day-to-day line activities, priorities and make risk/impact assessments within existing processes and procedures towards achieving SLAs.</li> <li>• Ensure training and development plans are maintained for all team members.</li> <li>• Use company methodology, team input and own initiative to ensure attendance and retention targets are achieved.</li> </ul> </li> </ul>
COMPUTER SKILLS	
<ul style="list-style-type: none"> <li>- Email : 90%</li> <li>- Internet : 90%</li> <li>- Google : 90%</li> <li>- PowerPoint : 90%</li> <li>- Microsoft Team : 80%</li> <li>- Microsoft Excel : 90%</li> <li>- Microsoft Word : 90%</li> </ul>	
PERSONAL SKILLS	
<ul style="list-style-type: none"> <li>- Planning </li> <li>- Motivation </li> <li>- Analysis </li> <li>- Management </li> <li>- Leadership </li> </ul>	
PROFESIONAL SKILLS	
<ul style="list-style-type: none"> <li>- Customer Service </li> <li>- HR </li> </ul>	

	<ul style="list-style-type: none"> <li>• Support the Operations Manager to highlight operational risks and areas for improvement.</li> </ul>
<b>LANGUAGES INFO</b> <ul style="list-style-type: none"> <li>- Khmer languages</li> <li>- English Language</li> </ul>	<ul style="list-style-type: none"> <li>❖ <b>March 2014 – October 2015</b>  <b>Call Center Officer</b>  Duties and job responsibilities: <ul style="list-style-type: none"> <li>• Provide professional support to customers.</li> <li>• Receive phone calls and consult with customer, solving problem for customer etc.</li> <li>• Inform clients by explaining procedures answering questions, providing information.</li> <li>• Strong phone and verbal communication skills along with active listening.</li> </ul> </li> </ul>
<b>REFERENCE INFO</b> <ul style="list-style-type: none"> <li>• Mr. Cheas Samean</li> <li>• Operation Manager of Asia Master</li> <li>• Tel: 855887176262</li> </ul>	<b>HOBBIES</b> <ul style="list-style-type: none"> <li>- Socializing</li> <li>- Community work</li> <li>- Computer</li> </ul>

**\*Declaration:**

The information supplied me in this application is true and correct to the best of my knowledge and I understand that misrepresentation and omission may cause denial of admission or, if admitted dismissal from work.

Signature: 

Date: 12/12/2023





សាកលវិទ្យាល័យធនធានមនុស្ស  
Human Resource University

N° 03112-969 H.R.U

ព្រះរាជាណាចក្រកម្ពុជា  
Kingdom of Cambodia  
ជាតិ សាសនា ព្រះមហាក្សត្រ  
Nation Religion King



## ACADEMIC TRANSCRIPT

RECTOR OF HUMAN RESOURCE UNIVERSITY

Certifies that

Name : **ONG NOU**

Nationality : **Khmer**

Sex : **Male**

Date of Birth : **March 03, 1991**

Place of birth : **Koh Kong**

Has successfully completed Bachelor Degree of Business Administration in the field of Management for the year 2011-2015.

Year	Semester I				Semester II			
	Subjects	Credits	Score	Grade	Subjects	Credits	Score	Grade
1 <sup>st</sup>	General Administration	3	92.00	A	Business Mathematics	3	58.00	C
	Computer Administration	3	58.00	C	Business English II	3	70.00	B
	Khmer History	1.5	84.00	B+	Introduction to Economics	3	62.25	C
	Business English I	3	81.75	B+	Khmer Literature	1.5	68.25	C+
	Introduction to Business	1.5	81.00	B+	Principle of Accounting II	1.5	67.25	C+
	Principle of Accounting I	3	80.00	B+	Principle of Management	3	71.25	B
2 <sup>nd</sup>	Basic Marketing	3	78.00	B	Cost Accounting	4.5	81.00	B+
	Business Statistics I	3	78.00	B	Human Resource Management	3	92.00	A
	Customer Service	3	90.00	A	Business Statistics II	3	91.50	A
	Company and Contract Law	3	69.50	C+	Marketing Management	3	84.00	B+
	Financial Accounting	4.5	74.00	B	Financial Management	3	85.00	A
3 <sup>rd</sup>	Project Management I	4.5	84.25	B+	Organizational Behavior	3	80.33	B+
	Office Management	3	87.25	A	Inventory Management	3	75.33	B
	Macroeconomics	3	86.75	A	Project Management II	3	80.83	B+
	Supervision	3	87.75	A	Corporate Finance	3	74.33	B
	Production and Operation Management	3	83.75	B+	Research Methodology	3	79.33	B
4 <sup>th</sup>	Entrepreneurship	3	73.83	B	Management of Change	3	81.17	B+
	Investment Management	4.5	72.33	B	International Business Management	3	86.17	A
	Cross Cultural Management	3	75.83	B	Strategic Management	4.5	86.17	A
	Human Relations	3	72.83	B	Total Quality Management	3	91.67	A
	Project Computerization	3	74.83	B	Shipping Management	3	91.17	A
Note:	Total Credits	State Exam		GPA	Grade	Result		
	127.50	77.33		3.33	B	Pass		



Remarks	
Score	Grade
85-100	A
80-84	B+
70-79	B
65-69	C+
50-64	C
45-49	D
40-44	E
<40	F

Phnom Penh, May 09<sup>th</sup>, 2017



Dr. EK MONOSEN



ក្រសួងអប់រំ យុវជន និង កីឡា  
Ministry of Education, Youth and Sport

ព្រះរាជាណាចក្រកម្ពុជា  
Kingdom of Cambodia  
ជាតិ សាសនា ព្រះមហាក្សត្រ  
Nation Religion King



សាកលវិទ្យាល័យធនធានមនុស្ស  
Human Resource University

វិញ្ញាបនបត្របណ្ណោះអាសន្ន  
Provisional Certification

សាកលវិទ្យាធិការ សាកលវិទ្យាល័យធនធានមនុស្ស

RECTOR OF HUMAN RESOURCE UNIVERSITY

បញ្ជាក់ថា :

Certifies that

ឈ្មោះ: អូង នូ ភេទ ប្រុស សញ្ជាតិ ខ្មែរ  
កើតថ្ងៃទី ០៣ មីនា ១៩៩១ ទីកន្លែងកំណើត កោះកុង  
ឪពុក: ជា អុង ម្តាយ: មាស តេក  
បានបំពេញគ្រប់លក្ខខណ្ឌដោយជោគជ័យ ក្នុងការប្រឡងបញ្ចប់ការសិក្សា  
ថ្នាក់ **បរិញ្ញាបត្រ** សម័យប្រឡងថ្ងៃទី ២៧ មិថុនា ២០១៥  
ឯកទេស **គ្រប់គ្រង**



Name: **ONG NOU** Sex: M Nationality: Khmer  
DOB: **March 03, 1991** Place of Birth: Koh Kong  
Father: **CCHEA ONG** Mother: **MEAS KEEK**  
has satisfied the requirements of the university for  
**Bachelor's Degree** Examination Date: June 27, 2015  
Major in **Management**

វិញ្ញាបនបត្រនេះ ចេញឲ្យសាមីជនយកទៅប្រើប្រាស់តាមការដែលអាចប្រើបាន។

This certificate is issued to the bearer for any use as deemed as necessary.

ធ្វើនៅរាជធានីភ្នំពេញ ថ្ងៃទី ១២ ខែ សីហា ឆ្នាំ ២០១៥

N°: ០៣៣.០៥១.H.R.U

កំណត់សម្គាល់: វិញ្ញាបនបត្រនេះមិនចេញជូនជាលើកទីពីរទេ។

សាកលវិទ្យាធិការ  
Rector  
  
បណ្ឌិត **ឯក មនោសែន**  
**Dr. EK MONOSEN**





ព្រះរាជាណាចក្រកម្ពុជា  
 KINGDOM OF CAMBODIA  
 ជាតិ សាសនា ព្រះមហាក្សត្រ  
 Nation Religion King

សាកលវិទ្យាល័យ ធនធានមនុស្ស  
 Human Resources University

N° ០២៤.៣.២០១៤

Phnom Penh... January... 11<sup>th</sup>... 2014.



**LETTER OF CERTIFICATION**

**The Rector of Human Resources University**

**Certifies that:**

Student : **ONG NOU** Sex : Male Nationality : Khmer  
 Date of birth : March 03, 1991  
 Place of birth : Koh Kong Province  
 Address : N° 585, Street 271, Sangkat Stoeng Meanchey, Khan Meanchey,  
 Phnom Penh  
 Father's Name : CHEA ONG Occupation : Farmer  
 Mother's Name : MEASS KEEK Occupation : Farmer

is currently a **third-year** student for first semester at Human Resources University, Phnom Penh, Cambodia, in the academic year 2013-2014, now pursuing the Bachelor Degree in the field of Management.

This certification is granted for official use.

**For. Rector  
 Vice Rector**



**OK - SOPHEA**



**ព្រះរាជាណាចក្រកម្ពុជា**  
**ជាតិ សាសនា ព្រះមហាក្សត្រ**

**សាកលវិទ្យាល័យ ធនធានមនុស្ស**  
**Human Resources University**  
លេខ.....១.៦.៣៧.....ស.ន.ម

រាជធានីភ្នំពេញ ថ្ងៃទី ២៤ ខែ ឧសភា ឆ្នាំ ២០១៣

**លិខិតបញ្ជាក់លទ្ធផលសិក្សា**

សាកលវិទ្យាធិការនៃសាកលវិទ្យាល័យធនធានមនុស្ស សូមបញ្ជាក់ថា:

និស្សិតឈ្មោះ: **អុង នូ** ភេទប្រុស សញ្ជាតិខ្មែរ

ថ្ងៃ ខែ ឆ្នាំកំណើត **០៣ មីនា ១៩៩១**

បច្ចុប្បន្នជានិស្សិតថ្នាក់បរិញ្ញាបត្រឆ្នាំទី៣ ធនាសទី១ ជំនាន់ទី១១ ជំនាញឯកទេស:

**គ្រប់គ្រង** នៃសាកលវិទ្យាល័យធនធានមនុស្ស ក្នុងឆ្នាំសិក្សា ២០១៣-២០១៤ ។

ទទួលបានលទ្ធផលក្នុងការសិក្សាខាងក្រោម:

លទ្ធផលសិក្សា ឆ្នាំទី២ ធនាសទី២ ក្នុងឆ្នាំសិក្សា ២០១២-២០១៣					
ឈ្មោះមុខវិជ្ជា	Marketing Management	Cost Accounting	Business Statistics II	Financial Management	Human Resource Management
ពិន្ទុមុខវិជ្ជា	79.00	76.00	89.50	82.00	92.00
មធ្យមភាគ	83.70				
ចំណាត់ថ្នាក់	លេខ ១				

លិខិតនេះ ចេញឱ្យសាមីខ្លួនប្រើប្រាស់តាមការដែលអាចប្រើបាន។

សាកលវិទ្យាធិការ



បណ្ឌិត លេង ឌី ឌី



# C.I.S



ព្រះរាជាណាចក្រកម្ពុជា  
KINGDOM OF CAMBODIA  
ជាតិ សាសនា ព្រះមហាក្សត្រ  
Nation Religion King



សាលា អន្តរជាតិ ខែកម្ពុជា  
Cambodian International School

ក្រសួងអប់រំ យុវជន និងកីឡា  
ការិយាល័យអប់រំយុវជននិងកីឡា រៀបរយ  
Sre Ambel District  
Education Youth and Sport Office

## វិញ្ញាបនបត្រ CERTIFICATE

សូមបញ្ជាក់ថាឈ្មោះ **អូង ឡូ**

ថ្ងៃ ខែ ឆ្នាំកំណើត **០៣ មីនា ១៩៩១**

ទីកន្លែងកំណើត **ខេត្ត កោះកុង**

បានបញ្ចប់ដោយជោគជ័យនូវវគ្គសិក្សា **ការគ្រប់គ្រង**

This to certify that : **ONG NOU**  
Date of Birth **03 March 1991**  
Place of Birth **KOH KONG Province**  
Has successfully completed a course of

## MANAGEMENT

ជូនវិញ្ញាបនបត្រនេះដើម្បីប្រើប្រាស់តាមការដែលអាចប្រើបាន លេខ: ០០២.៧.៧.៧

*This certificate is issued for official use.*  
**05 July 2008**

រាជធានីភ្នំពេញ ថ្ងៃទី ០៥ ខែ កក្កដា ឆ្នាំ ២០០៨  
ប្រធានការិយាល័យអប់រំ យុវជន និងកីឡាស្រុករៀបរយ  
Chief of Sre Ambel Education Youth and sport Office



**សៀង សុផ្លាមឡូល**

**LAI SAM OL, Director**

ក្រសួងអប់រំ យុវជន និងកីឡា  
 នាយកដ្ឋានមធ្យមសិក្សា  
 ចំណេះទូទៅ  
 លេខ ៤៦ ៨៨៥/១០ ម.ប.ទ

ព្រះរាជាណាចក្រកម្ពុជា  
 ជាតិ សាសនា ព្រះមហាក្សត្រ

**វិញ្ញាបនបត្របណ្ណះបណ្ណាល័យសិក្សាធុតិយភូមិ**

**នាយកដ្ឋានមធ្យមសិក្សាចំណេះទូទៅ បញ្ជាក់ថា :**



ឈ្មោះ : **អ៊ុន ឡូ** ភេទ : ប្រុស  
 កើតនៅថ្ងៃទី ០៣ មីនា ១៩៩១ នៅខេត្ត កោះកុង  
 ឪពុកឈ្មោះ ជា អុង ម្តាយឈ្មោះ មាស កេក  
 បានប្រឡូងជាប់សញ្ញាបត្រមធ្យមសិក្សាធុតិយភូមិ  
 សម័យប្រឡង : ២៦ ឆ្នាំ ២០១០ នៅមណ្ឌល : **វិ.កោះកុង**  
 លេខបន្ទប់ : ១៥ លេខតុ : ៤៤៤ ទិន្នន័យសរុប : **E** លំដាប់ទិន្នន័យសរុប : **54.511**

**ទិសដៅតាមមុខវិជ្ជា :**

ពិន្ទុប្រចាំឆ្នាំ	<b>E</b>	ភាសាបរទេស	<b>E</b>
គណិតវិទ្យា	<b>B</b>	រូបវិទ្យា	<b>F</b>
គីមីវិទ្យា	<b>F</b>	ភាសាខ្មែរ	<b>D</b>
ជីវវិទ្យា	<b>F</b>	ភាសាខ្មែរ	<b>D</b>
ប្រវត្តិវិទ្យា	<b>C</b>	សីលធម៌-ពលរដ្ឋវិជ្ជា	<b>C</b>
		ផែនដីវិទ្យា	<b>C</b>

វិញ្ញាបនបត្រនេះ បានចេញជូនសាមីខ្លួន ដើម្បីប្រើប្រាស់តាមការណែនាំដែលអាចប្រើបាន។

ធ្វើនៅរាជធានីភ្នំពេញ ថ្ងៃទី ២៣ ខែ សីហា ឆ្នាំ ២០១០

ប្រធាននាយកដ្ឋានមធ្យមសិក្សាចំណេះទូទៅ  
  
**អ៊ុន ចៅហុក**

**សំគាល់ :**

- A លូប្រសើរ B លូណាស់ C លូ
- D លូមធ្ងរ E មធ្យម F ធ្ងន់
- វិញ្ញាបនបត្រនេះប្រើបានត្រឹមត្រូវតែ ក្នុងការកាត់ស្រប ឬ សរសេរតែប៉ុណ្ណោះ
- វិញ្ញាបនបត្រនេះពុំអាចចេញជូនជាលើកទី ២ ទេ។
- សាមីជនអាចផលិតច្បាប់ដើម និង ធ្វើការបញ្ជាក់ត្រឹមត្រូវពីរដង
- មានសមត្ថកិច្ចសម្រាប់ប្រើប្រាស់ផ្ទាល់ខ្លួន។ ✓





N: AM-003/0421

KINGDOM OF CAMBODIA  
NATION - RELIGION - KING

## CLARIFICATION LETTER

To whom it may concern,

As per request from our employee **Ong Nou** for the clarification the employment, I would like to write this letter to inform you that **Ong Nou** is obviously our working staff whom working from 8:30am to 5:30pm and Basic salary is **500\$**.

This letter can be used by the employee through their requirement. For more detail information, you can contact me via mobile number **+855 70 998 527** and the email [seyhak.reach@asiamaster.net](mailto:seyhak.reach@asiamaster.net).

**Asia Master (Cambodia) Co., Ltd** was established in July 07, 2009 with full license to provide all kinds of value-added services for telecoms and call center service. It aims to become the leading contents provider and call center provider in Cambodia and commits to improve life enhancement and helping business in order to contribute to Cambodia's economic growth. Asia Master in continuously expanding its services and commitments to reach its target of leading contents and call center provider to bring social benefits for Cambodian people.

Best regards,

**Lay Chanseyhakreach**

HR & Communication Manager



**TeleCare Co., Ltd**

#153AB, St 289, Sangkat Boeung Kok 1,  
Khan Toul Kork, Phnom Penh.  
Tel: 0236200157

**TO WHOM IT MAY CONCERN**

This is to certify that Mr. **Ong Nou** has been employed by **TeleCare Co., Ltd** in the position of **Call Center officer** from 04 Mar 2014 until 10 Oct 2015.

During his time at **TeleCare Co., Ltd**, Mr. **Ong Nou** has proven a hardworking, very reliable and dedicated member of our team, who always complete his duties to our entire satisfaction.

He has performed with high attitude and good quality in managing files and various duties of his tasks as Call Center Officer remarkably.

I have no hesitation to recommend him to any future employer and wish him well in his future endeavors. The letter is issued for official use.

February 22, 2016

**Yours Faithfully,**



**Mr. Chheak Vichet**

**Human Resource Officer**

**Email: [hr@telecare.com.kh](mailto:hr@telecare.com.kh)**

**Tel: 0236200157**



