



# VO THAI SANG

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## JOB OBJECTIVE

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As a highly trained professional working in a corporate environment, I am committed to delivering exceptional customer experiences and seeking out challenging opportunities to grow. I strive to consistently exceed expectations and contribute meaningfully to the company's success

## EDUCATION

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| Major Department of Law (Open University Ho Chi Minh City)          | 04/2021 - Hiện Tại<br>Ho Chi Minh City |
| Major Department of Law (General Secondary School Ho Chi Minh City) | 09/2014 - 09/2016<br>Ho Chi Minh City  |

## EXPERIENCE

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| <b>Fraud Specialist</b><br>Shopee Co., Ltd | 01/2024 - 01/2025<br>District 1, Ho Chi Minh City |
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### Main Tasks:

- Search and prevent fraud on the Shopee platform.
- Receive and process complaints about Buyer/Seller's account and receive reports from relevant departments..
- Work with the team and relevant departments to optimize the process.

### Other Tasks::

- Support leader with other assigned tasks.

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| <b>Operations Bank Specialist</b><br>ShopeePay Joint Stock Company | 08/2021 - 01/2024<br>District 1, Ho Chi Minh City |
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### Main Tasks:

- Check and handle erroneous transactions and risky transactions according to the process.
- Receive emails to check transactions from banking partners and related departments.
- Receive and process tickets from CS about accounts, promotions, and customer complaints about products and services.
- Monitor the transaction portal through dashboards to promptly notify banking partners, ShopeeFood, SPayLate Shopee... to fix if there is a problem.
- Work with the team to build and improve the ShopeePay wallet operating process.

### Other Tasks:

- Support Risk to find and block suspicious transactions and accounts.
- Support Merchant and Product management to monitor digital product portals.
- Orientation for CS agents in difficult cases outside the process.
- Monitor and report Bugs to UAT if any.
- Support leader with other assigned tasks.

## Dispute Associate

Shopee Co., Ltd

05/2020 - 08/2021

District 1, Ho Chi Minh City

### Main Tasks:

- Receive and process return complaints - refund Local/Mall/Cross Border orders between Buyer and Seller.
- Consider the evidence provided by the parties involved to make a final decision on the complaint order.
- Coordinate with 3PL (Third-party logistics) to verify shipping-related issues.
- Coordinate with the KAM (Key Account Manager) team to verify relevant evidence with international sellers, as well as check and fix product translation errors with the Translation team.
- Coordinate with the Warehouse team to verify complaint orders returned to the warehouse according to procedures.

### Other Tasks:

- Support the training process for the BPO team.
- Develop a return/refund process with the team to minimize backlog.
- Verify and handle accounts with fraudulent and predatory behavior during the return/refund process.
- Support leader with other assigned tasks.

## Customer Service Specialist

AIRPAY Joint Stock Company

03/2017 - 05/2020

District 1, Ho Chi Minh City

### Main Tasks:

- Receive and answer all customer requests about AirPay wallet, AirPay agents via: call, mail, live chat, fanpage...
- For cases requiring a higher level of support, the request will be forwarded to the Backline, Operations, Risk team according to instructions and information to the customer about the time when customer service can respond based on the agreement service level.

### Other Tasks:

- Approve the Customer's eKYC request.
- Support leader with other assigned tasks.

## Sales Assistant

Nhan Van Culture, Inc

05/2015 - 05/2017

Tan Phu District, Ho Chi Minh City

### Main Tasks:

- Consulting and supporting customers to shop at bookstores..
- Taking care of goods at the store, taking inventory.

### Other Tasks:

- Support leader with other assigned tasks.

## SKILLS

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### LANGUAGE

English Communication

### TECHNOLOGIES

Microsoft Word

Microsoft Excel

Google Sheets

Microsoft Powerpoint

### SOFT SKILL

Negotiation ability

Banking

Informatics skills

Teamwork

Problem Solving

Financial Management

E-commerce

Customer Service

Zendesk

Salesforce

Social Media

Tech Support

CRM

CapCut

Telesale