



# Pham Thi Yen Nhi

Customer Service Supervisor

## PERSONAL INFORMATION

Date of birth: 17/08/1994

Gender: Female

Phone: 0942436872

Email: Nhipham1708@gmail.com

Address: Huynh Tan Phat street, Binh Thuan Ward, District 7, Ho Chi Minh City

## SUMMARY

Experience in Startups Operation, Customer Experience Management, E-Commerce. Proven skills and achievements in a dynamic and pressure environment. Willing to learn and grow with the employer's success

## SKILLS

Office skills



English



## ACHIEVEMENT

Sen Do Technology Joint Stock Company

1) The best Assistant of the Month - OCT 2018

2) Nominated for "Sen Vang" Award - Aug 2018

## HOBBIES

- Travel
- Watching Movies/Films
- Volunteer activities

## EDUCATION

Industrial University of Ho Chi Minh City (Biotechnology industry)

## EXPERIENCE

### I) BE GROUP Joint Stock Company

08/2023 – 11/2024 (1 yr 3 mos)

#### Customer Service Team Lead

- Manage team performance through monitoring, advising agents to handle Customers' queries when they cannot handle them on their own.
- Ensure daily performance to meet the SLA, AHT, productivity, and other KPI metric targets.
- Delegate tasks and responsibilities to lower-level team members to guarantee that all assignments are completed on time, with good results.
- Make daily and weekly reports accurately to update promptly the current situation of CS team.
- Liaise with other relevant departments to optimize the procedures.
- Other ad hoc duties allocated by the Line Manager.

### II) Công ty TNHH Woowa Brothers Việt Nam (BAEMIN)

04/2023 – 07/2023 (4 mos)

#### Customer Service Team Lead

- Responsible for accomplishing the target of the given company, support training, and professional knowledge for IH & BPO agents. Support the relevant teams in improvement the service quality and complaint handling skills of CS agents; Handle wide range of issues which are often unstructured and complex, requiring judgment, evaluation, analytical thinking and creative approach for resolution.
- Monitor and manage Inhouse and BPO agent performance to ensure the whole team meets KPIs.
- Build up a workflow between Inhouse and BPO to run the project smoothly.
- Coordinate with the internal team to create/optimize the Standard Operating Procedures.
- Reporting into the Head of Contact Services and completing assigned tasks.

### III) Online Mobile Service Joint Stock Company (Momo E-Wallet)

05/2021 – 01/2023 (1 yr 9 mos)

#### Customer Service Team Lead

- Collaborate with other Departments (internal customers) to give the best support to the customer, business partners (external customers) and meet CS's KPIs.
- Assist CS Manager managing daily works and developing initiatives, project, system, tool, platform...for service quality improvement.
- Working closely with stakeholders to create customer service strategy or initiatives to enhance customer experience.
- Prepare appropriate scripts, reply templates... to feedback to customers' queries/complaints.
- Perform CS's performance reports (weekly, monthly, complaints...).
- Performing additional duties where needed.

**IV) Sen Do Technology Joint Stock  
Company (Customer Experience  
Center)**

**09/2017 – 09/2020** (3 yrs 1 mo)

**Customer Service Supervisor**

- Overseeing and assessing customer service staff activities, and providing them with regular performance-related feedback.
- Strategizing and monitoring daily activities of customer service operation.
- Investigating and solving customer service complaints, cooperate with related departments to find out the best solutions for customers.
- Training staff in areas of customer service and company policies.
- Handling ticket escalations.
- Performing additional duties where needed.