



HUYNH TIEU NGOC

ECOMMERCE & CRM ASSISTANT MANAGER

EDUCATION

2018 – 2022
**HCM UNIVERSITY OF TECHNOLOGY
(HUTECH)**

- Major: Business English
- GPA: 3.15/4.0

SKILLS

- Data Accuracy & Compliance
- Attention to Detail
- Analytical & Reporting Skills
- Auditing and Coaching

LANGUAGES

- English(advanced)

CERTIFICATIONS

- Certificate of Advanced Information

CONTACT

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OBJECTIVE

Detail-oriented and results-driven professional with 2+ years of experience in ensuring product accuracy, compliance, and optimization across e-commerce. Seeking the position of Ecommerce & CRM Assistant Manager to leverage data-driven strategies and optimize customer experience, drive revenue growth, and enhance brand loyalty.

EXPERIENCE

TRANSCOSMOS VIETNAM CO., LTD.

03/2023 – 03/2025

Quality Assurance Specialist

- Managed day-to-day ecommerce operations across platforms (App Social Video) ensuring product accuracy.
- Worked closely with clients and stakeholders to enhance customer experience and adapt platform's policies.
- Conducted root cause analysis and provided insights to propose action plan for optimizing audit processes, and operational performance.
- Conducted side projects to improve moderation quality, reduce violations, and enhance detection accuracy.
- Participated in training and coaching sessions.

Key achievements:

Understood and developed the quality assurance process, enhanced and maintained target accuracy of moderation quality was more than 99% during the last 2 quarters of 2023 and the first 3 quarters of 2024.

TRANSCOSMOS VIETNAM CO., LTD.

08/2022 – 03/2023

Content Moderator

- Be responsible for supporting my client to address objectionable or disturbing content on their platform. Ensured legal compliance and safety of content uploaded to client's platform.
- Coordinated with supervising departments for timely management of content that violates policies of platform.

Key achievements:

Best Performance and Top KPI level in Nov, Dec, 2022 and Jan, 2023.