NGUYEN HONG QUANG MINH



OPERATION ASSISTANT MANAGER

Contact information

Date of birth JUNE 06 1994

Gender Male

Phone 0328 05 0996

Email nguyenhongquangminh1

994@gmail.com

Address Tan Binh District, Ho

Chi Minh City, VietNam

Objective

- I have over 10 years of experience in some areas of Aviation, Customer Service, Electronic Appliances and E-Commerce, Retail and Hotel Booking Management
- Throughout my career, I have extensive experience managing a wide variety of customer-oriented tasks, including day-today operations, supporting and coaching agents, new acquisitions, and training sessions.
- I can approach each client's needs with focus and understanding, to obtain superior results.

Skills

Office

Complaints Handling Skill

Communication Skill

English Skill

Working Group, Group Management

Education

Oct 2012 - Oct 2015

HO CHI MINH CITY UNIVERSITY OF NATURAL RESOURCES AND ENVIRONMENT

Major: Information Technology

Specialized: Applied Informatics - Graduated

Work experience

October 2023 - February 2025

DIGI-TEXX VIETNAM COMPANY LIMITED

Position: Operation Assistant Manager (Europe Hotel Project) **Key Responsibilities:**

1. Operating Sector:

- Receive, and analyze customer requirements and operate the project.
- Anticipate escalation and take over incoming contact from all channels (Call, Email, Live Chat, Social Media) when needed.
- Make a contingency plan to ensure the continuity of the project.
- Evaluating the situation and planning the operation of the project.
- Recruit new employees according to the partner's requirements for the project.
- Make the quality assurance and build the appropriate SOP following the requirements of the HRS partner
- Improves quality of results by recommending changes
- Evaluate employee performance, and support employees to improve their professional skills.
- · Attend meetings and project reports as needed.
- Support interpreting meetings with customers and partners in Europe
- Interpreting tasks as directed by management for employees in the company
- Other tasks assigned by the Operation Project Manager.

2. KPI Management:

Control and monitor Call Center dispatch time during the day

Leadership Skill	
Decision-Making Skill	
Group Management Skill	
Analysis, Presentation, Negotiation	
Time Management	
German Language	
Photoshop	
Certifications	2016
Certificate in English - B Level	2010
	2015
Office Informatics - B Level	0045
The Degree Of Associate	2015
	2015
The Certificate of Professional Con Repair Technician	nputer
	2017
Certificate of Training on Telemarke VietJet Air Project	eting For
	2018
Certificate of Completion of Custor Service Executive Course [Hoa Sao Company]	ner
	2019
IELTS Certificate 5.0 [2019]	
IELTS Certificate 5.0 [2019] Honors & Awards	

and make necessary, timely adjustments.

- · Control agent's coordination by the team to achieve KPI.
- Ensure quality for answering content for channels in charge regarding accuracy, and timely.
- Implement assigned reports.

3. Training Planning:

- Discuss & follow up with the Quality Control Team to check & make adjustments for effective operation.
- Support training team to build suitable training content & plan.

December 2021 - October 2023

NGUYEN KIM TRADING JOINT STOCK COMPANY

Position: Customer Service Team Leader

Key Responsibilities:

1. Training Sector:

- · Recruitment, mentoring, and training of junior and new staff.
- Take charge of training newbie agents and re-fresh training for existing agents.
- · Make training plans and assessments for newbie agents.
- Ensure the training qualification and passing rate, training and be in charge of training classes for new employees (Newbie).
- Update training materials from partners and assure agents are well-trained with updated knowledge and accurate information.

2. Operating Sector:

- Manage and solve internal problems of the group (15 20 people) and arising issues.
- Report, support and manage the team to achieve KPIs according to targets.
- Supervising, motivating and encouraging employees to achieve productivity.
- Control Team roster to ensure efficiency and work with QAs/Trainers to collect feedback on productivity and quality issues to improve service.
- Use work management tools/dashboards that monitor calls and emails, Chat, and Social Networking to ensure schedules are met.
- Provide solutions and ideas for the team to develop.
- Arrange daily work for personnel, and guide employees.
- Support to coordinate the tasks assigned to the Agent, take attendance of absent Agents and make notes on the shift schedule.
- Be willing to learn, listen and actively update new operations and policies from the management department and Nguyen Kim's partner.
- Another task as directed by the Customer Service Manager.

February 2016 - October 2021

BELLSYSTEM24 VIETNAM JOINT STOCK COMPANY

Position: VietJet Airline Project Call Center (English Operator, Trainer)

Key responsibilities:

2018

Sep 05 2017

The employee has the highest KPI score of

the VietJet Air project [Hoa Sao Company]

The staff has the highest KPI score of the VietJet Air project [Hoa Sao Company]

2020
The staff has the highest KPI score of the VietJet Air project [Hoa Sao Company]

2022
EXCELLENT EMPLOYEES SECOND
QUARTER - NGUYEN KIM JSC

2023

The staff has the highest KPI score of the

VietJet Air project [Hoa Sao Company]

EXCELLENT EMPLOYEES THIRD QUARTER - NGUYEN KIM JSC

1. English Operator:

2019

- Receive the call and support the ticketing industry policy for VietJet Air.
- Process the customer's ticket information and answer the agent's questions.
- Outbound and Inbound are always included during the working process.
- Interact with agents airfare for VietJet Air in Vietnam and Overseas.
- Customer care skills, handling, and convincing in the call.
- Capture the profession, policies, and information from VietJet Airlines.
- Vietjet Air's Facebook page responds to customers via the provided tool.
- Work mainly with customers and delegates through VietJet Air's Facebook page and internal Email.
- Capture questions and current status inquiries that customers are experiencing and need support information.
- Receive all inquiries and complaints of employees from customers via Email, and give solutions to handle the problems.

2. Trainer Officer:

- Training onboard, refresh and be in charge of training classes for new employees (newbies).
- Re-train employees when checking for violations, professional errors, and attitudes.
- Analyze why employees make mistakes and improve processes.
- Train employees on soft skills, call handling and communication skills.
- Make reports on the team's quality progress.
- Training new skills and business processes for employees.