



## // Học Vấn

### Economic Law

10/2020 - 04/2026

Ho Chi Minh Open University

## PHẠM LÂM THANH VI

### // Thông Tin Liên Hệ

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### // Các Kỹ Năng

#### Content Moderation

8/2024 - 11/2025

VNG Corporation, Ho Chi Minh City

- Managed a team of staff, including scheduling and attendance tracking.
- Completed assigned tasks on time and supported the team when needed.
- Reported issues that arose during daily operations.
- Suggested improvements to help optimize the workflow.
- Reviewed user-reported content to check for policy violations.
- Checked and approved products uploaded by sellers based on the platform's guidelines.
- Reviewed product images, descriptions, and categories; removed or rejected items that violated rules (such as prohibited goods, counterfeit products, or sensitive content).
- Handled around 800–1,200 reviews per day while meeting SLA requirements.
- Reported unusual or urgent cases to the team leader.

#### Customer Service

5/2024 - 7/2024

Best Express

- Check customer orders.

- Review the working process of Delivery Members (DM).
- Verify order images.
- Resolve issues related to problematic orders.
- Receive and handle customer complaints about Delivery Members.
- Evaluate the performance and service quality of Delivery Members.

**Sales Consultant**

6/2020 - 1/2021

Citigym

- Provide customer consultation.
- Introduce products to customers.
- Present promotional programs and offers.
- Support customers with their needs and questions.
- Handle customer complaints.
- Schedule appointments for members.

**Customer Service**

6/2019 - 6/2020

Lotteria

- Handle customer complaints.
- Assist customers with event/party bookings.
- Provide sales consultation.
- Support customers in finding suitable businesses.