



NGUYỄN NGUYỆT MINH

EXPERIENCE

MOBILE SERVICE JSC. (M_SERVICE / MOMO)

Lead, BPO & Vendor Management | 06/2021 – Present

Managed Customer Support Center (CSC) while monitoring BPO performance to ensure all operation metrics are met (service level, resolution time, customer satisfaction, backlog escalation, etc) across all channels (Call/Chat/App/Mail) (>100 agents in total).

- Effectively managed strategic relationships with BPO partners involves implementing strategies that enhance performance, agent satisfaction, quality and the overall experience while maximizing cost efficiency.
- Led and developed the internal BPO Management team (5 subordinates), fostering a high-performance culture.
- Owned volume forecasting, workforce, and budget planning to align resources with business demands. (Cost & WFM).
- Implemented projects to enhance customer experience and optimize costs, including IVR flow improvements and automated chatbots for live support.
- Collaborated with internal departments (CX, VOC, Product, Ops, AI) to launch initiatives that boosted customer satisfaction scores (CSAT).
- Administered system accounts (CRM, 3CX, Teramind, GWS) to ensure seamless operation and proactively averted potential issues that might impact performance as well as improve customer interaction and team performance through tech enhancement.
- Participated in the recruitment decision-making process for BPO partners positions from Teamlead and above.

ACHIEVEMENTS:

- **Awarded Employee of the Year 2022.**
- Developed a KPI framework that elevated call center quality.
- Improved SLA calls from 65% to 95% and reduced backlog from 20% to 5%.
- Increased CSAT scores from 78% to 95%.
- Achieved a 15% reduction in operational costs through strategic outsourcing.

LAZADA ELOGISTICS VIETNAM

Customer Experience Supervisor | 09/2018 – 04/2021

Managed a Customer Experience (CX) team of 5 members focused on ticket resolution, process escalations, and team effectiveness through motivation, problem-solving, and conflict management.

- Enhanced customer experiences by focusing on demand management and measuring team performance to drive improvements.
- Acted as Project Management Office (PMO) for key projects related to customer experience and logistics, including NPS, failed deliveries, and delivery surveys.
- Participated in regular core team project management meetings to review project status and progress.
- Developed comprehensive project plans, analyzing data to identify root causes, proposing improvements, and following up on project status until completion.

ACHIEVEMENT:

Received the Brightest Star Award (Q3 2020) for significantly improving CSAT from 78% to 90% in Q3.

Experienced Customer Service Manager with 7+ years in operation and customer experience across e commerce and fintech. Managed teams >100 agents across omnichannel platforms (voice, chat, app, email). Skilled in vendor governance, workforce planning, KPI design, and customer journey optimization. Recognized for building scalable support systems, improving CSAT/SLA, and leading cross functional initiatives that cut costs and uplift service quality.

CONTACT

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SKILLS

- BPO & Vendor Management
- Forecasting
- Workforce Planning
- Contact Center Management
- Budget Control & Optimization
- Operational Excellence
- Project
- Stakeholder Management
- KPI & Quality Management
- Data Analysis & Reporting
- Team Leadership & Coaching
- Negotiation
- Communication
- Problem Solving
- Pressure Handling
- Multitasking

EDUCATION

HOA SEN UNIVERSITY

Bachelor's in Business English
(2009 – 2014)
GPA: 3.21/4

LANGUAGE

English (fluent)
Korea (basic)

HOTDEAL.VN (MEKONGCOM CORP)

Assistant to Operation Director | 04/2017 – 08/2018

Established and supervised a new Customer Service (CS) Travel team, focusing on key performance metrics across phone and email channels.

- Monitored operation KPIs for the Logistics, Warehouse, and Customer Service teams.
- Participated in the development and implementation of project plans within the Operations team, reporting improvements and bottlenecks to the Director of Operations.
- Collaborated with the Product and Development teams to enhance warehouse and transportation operation apps, as well as the call center system and IVR.
- Partnered with Operations Management for effective resource planning and allocation.
- Monitored project progress, addressed challenges, and made necessary adjustments to meet goals.
- Ensured successful completion of additional tasks assigned by the Director of Operations.

ACHIEVEMENTS:

- Set up a call center system and supervised a new CS Travel Team of 30 staff, including team lead, focusing on key metrics such as AHT, SLA, CQM, and backlog.
- Increased call SLA from 20% to 95%, reduced complaints to 1 per 100 orders, and decreased lead-time handling from 32 hours to 6 hours.
- Contributed to the initial development of the Ticket Hotdeal platform: ticket.hotdeal.vn.

LAZADA VIETNAM – LAZADA GROUP

Partner Support Associate (PSC) | 07/2015 – 01/2017

- Researched and coordinated with teams monthly to enhance service quality and balance policies.
- Interacted with merchants to gather feedback and suggestions for service improvement.
- Demonstrated clear and professional written and oral communication skills.
- Utilized excellent time-management skills to work independently while adhering to departmental resources, policies, and procedures.
- Liaised with other departments, including Key Account, Merchant Investigations, and Payments, to resolve merchant issues and inquiries.