



# NGUYEN NGOC TRUC ANH

## PROJECT COORDINATOR

**3 years experience in Product/Project team and 4 years in Logistic and Supply Chain industry. Skilled in managing project timelines, budgets, and resources. Proficient in applying tools to analysis works. Strong communication, problem-solving, and team management skills.**

## CAREER

### Product Operations Senior Associate

Shopee | May 2024 - Present

- Lead the implementation and management of new and live features for assigned product lines, covering the full process from UAT testing through to post-release monitoring. Own 10 product lines related to Seller Management and Seller's Data.
- Coordinate with all stakeholders (Regional PMs, Local PMs, and Business Teams, another Product Operation member) to conduct end-to-end testing, validate system performance across all test cases and edge cases.
- Facilitate meetings with business teams to brief the logic for PO and PI features are going to be rollouts.
- Manage issues reports from local team when features rollout, consistently ranked among the top 3 team members for shortest response and resolution times. Average number of ticket handling per week is ~40, responsive time within 2 hours and resolved time within 3 hours.
- Validate features' logics and communicate with business team to make sure they can understand well about the technical language.
- Facilitate communication between business team with regional PM, regional dev when having any datafix requirements to align goals and expectations.
- Develop and implement for Product Operations metrics, Improve and design the dashboards and reports. Manage workload and performance of team.
- Write and maintain articles in KMS to share with internal team for the new features' roll out.
- Define, report bugs and track issue to Regional team by using Jira, Confluence.

### IT Project Coordinator

KEX EXPRESS | Jul 2022 - Apr 2024

- Coordinate and in charge IT projects. Ensure that all aspects of a project are organized and in conformance with timeline and deliverables requirement.
- Reduce the weight Discrepancy during pickup project: Work with CS team, Sale team, Finance team and IT China team to set up the alert when having mismatch in warehouse's weight compare with customer's input weight. Which help to reduce 7% ~ 90 mil/month of mismatching in weight.
- Address's translation project: Work with IT China to proceed translation address tool as soon as shipments picked up from origin. This project helps 50% - 60% of addresses completed translation by system before shipment arrived.
- Internal call center system project: Work with CS team, Custom Affair team to build up one record call center system to classify the call-in types and remark detail problem.
- Build up Email system: Assisted in the implementation in IT solution with the requests from Customs Affair team, Marketing team, Finance team about a mass mail system, which help to reduce the manual workload for each team.
- Data Analysis: Analyze Daily/Weekly/Monthly Data performance through KPI frame from Custom Clearance team, Warehouse team, Delivery team; find any bottle neck in data and propose solution.
- Conducts some data dashboards for Operation team to assist the automatically update in data to manage in time.
- Facilitated communication between IT teams of China, local team Vietnam, stakeholders and vendors. Managed all systems' function related to Vietnam and take responsibility to feedback the requirements and solutions from local team to headquarter team.
- Develop and maintain technical documentation: API document, SOP document

## CONTACT DETAILS

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## TECHNICAL SKILLS

- C ++
- Matlab
- Cplex
- SQL
- Microsoft Office: Excel, Word, Powerpoint, VBA...
- Python
- Tableau

## ABILITIES & SKILLS

- Project planning and management
- IT Support and Troubleshooting
- Strong communication and interpersonal skills
- Risk management and problem-solving
- Fast learner
- Teamwork
- Hard working
- Motivated and dedicated
- Testing
- System monitoring

## LANGUAGE

English: Fluent

## Operation Executive

KEX EXPRESS - S.F Express | Feb 2021 - May 2022

## ACADEMIC PROFILE

### International University -Vietnam National University

Bachelor of Engineering of 2019

- Major: Industrial and System Engineering
- Average point: 81.1/100
- Thesis topic: Optimal scheduling in dyeing factory. A real case of DongJin textile Vina.

- Control and manage delivery performance of inbound shipments of the whole express in Vietnam. Support to improve delivery section to reduce customer complain to get rank 3/16 compared with other onsite countries.
- Monitor delivery Shipment processing status in data-wise in SF service station and in vendor warehouse to meet cut-off time of delivery.
- Cross-function working with Customer Service team, Sale team and Technical team to handle detained shipment to meet requirements of SF.
- Follow and advice solutions to clear back log when lock down period: released 1000 shipments pending within 2 weeks.
- Improve delivery performance: Create SOP for domestic sorting route in order to reduce wrong of handover rate and increase performance of delivery.
- Daily track and manage unsuccessfully delivery of shipments and take action plan in time to clear back log.
- Improve warehouse quality: Build warehouse time control of detained shipment to meet standard of 5S in Warehouse; Analyze data and establish domestic route from SGH - HAN to reduce 30% of delivery free when using express agent.
- Perform transportation planning: Strictly Follow and control volume of inbound as well as pending in agents to decide handover plan; search, negotiate with vendors, compare quotation, draft contract, connect API with agent for agent selection steps.
- Assume to handle data-wise to standardize in Vietnamese format before shipments arrived reduce more than 60% of wrong routing shipment.
- Able to learn quickly new system and apply for internal work and training; multinational environment work.

## Key Account Management

eton | Jun 2020 - Feb 2021

- Number of corporate customer acquired: 6
- Join the onboarding process (from training customer using eton's client platform to solve the issue arises while using eton's service
- Keep track and take care for daily operation in order to maintain the lead time and on time for the 6 customers
- Gather business and technical requirements from customers then translate to solutions based on company's capabilities
- Cross-function working with Operation team, Business Development team, Quotation team, and Technical team to solve customer issues and complains
- Analyze data from direct operation report to give customers solution to improve their performance
- Build and develop the trusting relationship between customers and company

## Operation Executive - Oversea Warehouse Management

gido | Jun 2019 - Apr 2020

- Create Service Level Agreement (SLA) for Incheon (South of Korea) warehouse to increase on time ratio from 82% to 99% and reduce lead time from 14h to 3h
- Supervise and lead Receiving Center team to control the smoothly daily operation as well as maintain the better figures of lead time and on time for 4 warehouses.
- Searching, negotiating with vendors, analyzing the quotation to narrow down and determine the best strategies for optimal warehouse such as dealing with materials fees, identifying the new warehouse locations, and allocating human resources at each warehouse.
- Work in the company's project setting up supplies for the new warehouse in Shenzhen, China and building the new self-operation warehouse in Incheon, South of Korea.
- Planing and tracking in warehouse's raw material; Working in ordering the raw material on time based on the demand forecast of KA and Sale team.
- Able to work in multination environment, keep track warehouse's vendor, build and conduct the KPI for each warehouse.
- Cross-function working with Key Account team, Forwarding team and Technical team to solve internal problem.
- Onboard and train the new staffs in the self-operation warehouses.