



HỒ LÊ THANH THẢO

Customer Service Supervisor

Contact information

Dec 02, 1995

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Binh Thanh, TPHCM

Female

Objective

Look forward to new and professional environment. Taking advantages of Manager skills & experience to become a motivated Teamleader and bring a lot value to my Staff and Company. That why I apply this position.

Skills

Language:

English

Computer:

Word, Excel, Powerpoint

Interests

I like traveling, music and shopping.

Education

UNIVERSITY OF FINANCE AND MARKETING

| OCT 2014 - MAY 2018

Major: Bussiness Administration **GPA: 2.9/4**

Certifications

2014: TOEIC Certificate with score 700

Work experience

Parkson Cantavil | 2016 - 2017

Promoter

- Direct sales.
- Customer service.
- Make daily sale report.

Onpoint - E - Commercial company | 2018 - 2020

Customer Service Executive

- Customer service
- Handle customer problems
- Make weekly report
- Build new Standard Operating Procedure
- Join in training new staff and outsource staff
- Join in Beauty blogger KOL project
- KPI based on:
 - + Response time < 2 minutes
 - + Response rate = 100%
 - + Create KPI ticket (livechat, call,...) = 100/day
 - + Quality Score > 95
 - + Penalty Score < 10

Onpoint - Ecomercial company | 2020 - 2021

Customer Service Senior

- Customer service
- Handle customer problems
- Make weekly report to TeamLeader
- Build new Standard Operating Procedure
- Join in training new staff and outsource staff
- Join in Beauty blogger KOL project
- Manage 7 - 8 customer service staffs
- Assess working capacity for team member
- KPI based on:
 - + KPI of team member
 - + Create KPI ticket (receive complaints) = 100/day + Create KPI ticket (handle complaints, bad rating) = 30/day

Dien Quan Network and Entertainment | Feb 2022 - May 2022

Key Account Executive

- Managing account Hi Pencil Store on E-commercial Platform - Handle customer problems
- Make weekly report to Line Manager
- Create content for fan page of Hi Pencil Store

Central Retail | June 2022 – 2023

Senior Customer Service Staff

- Customer care on platforms: Fanpage, market place, Email,...
- Cooperating with a brand team to build SOPs, policy, response script, daily report, weekly report,...
- Cooperating with related departments to build and develop call center system.
- Manage and handle customer problems

Central Retail | June 2023 – Now

Customer Service Supervisor

1. Workflow management

- Manage the day-to-day operation of Customer Service
- Supervise and support the resolution of customer complaints.
- Make and track daily sale report
- Work with managers and other departments to resolve issues or complaints. (VIP Customers)
- Listen back and evaluate outbound/inbound calls
- Join to set up KPI for team

2. Training

- Training employees or cooperating with the Training department (if necessary) to create appropriate training programs
- Planning and arranging working shifts

3. Customer Service System

- Join to build and check SOP and Call center systems (Sale force, Xrcom) with other departments.

4. Other tasks

- Issue VAT invoice
- Tasks from Managers

Achievement

2019 - Onpoint: Customer Service Team has been recognized for Outstanding Performance.

2023 - Central Retail: Best Employee of quarter IV 2023

Activities

UNIVERSITY OF FINANCE AND MARKETING | 2014 -

2018 Team leader of Volunteer group of the Class

- Organize monthly events
- Organize Charity Project