Trí Lê

Team Lead (Native Vietnamese Speaker)

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🎂 **12/11/1998**

📍 **Đà Nẵng**

Experienced **IT Service Desk Specialist** and **Senior Content Moderator** with a strong background in technical support, content compliance, and team leadership. Skilled in troubleshooting IT issues, providing excellent customer support, and ensuring seamless service desk operations. Adept at moderating digital content, enforcing policies, and training teams to maintain high compliance and quality standards. Proven ability to handle escalations, analyze trends, and collaborate with cross-functional teams to optimize workflows and enhance user experience. Passionate about driving operational excellence in dynamic environments.

EDUCATION

FPT Academy

03/2024 - 10/2024

Fullstack Java Developer

GPA: 8.3/10

Duy Tan University

06/2016 - 12/2020

Software Engineer

GPA: 3.0/4.0

SKILL

Intermediate

Java	HTML
MySQL	SQL server
Power BI	CSS
OOP	UML
Spring Boot	MVC

Beginner

Java	CSS
HTML	JavaScript
JQuery	SQL server
MySQL	Power BI
OOP	UML
Spring Boot	MVC
SAP	

WORK EXPERIENCE

05/2024 - Now

IT Services Desk Team Lead I FPT Software

- 1. IT Support Ticket Management & Oversight
- Supervise a 5-member team, ensuring all incoming IT support tickets in Jira are logged, categorized, and processed efficiently.
- Monitor ticket progress, ensuring adherence to Service Level Agreements (SLA) and timely resolution.
- Communicate with end-users to provide updates, clarify issues, and confirm resolution satisfaction.
- Conduct weekly team meetings to review ticket trends, discuss challenges, and implement process improvements.
- 2. Ticket Analysis & Classification
- Review ticket details and supporting documentation to accurately classify issues by SAP modules (e.g., FI, SD, MM).
- Identify recurring issues and propose proactive solutions to reduce ticket volume.
- Maintain an internal knowledge base for faster issue classification and resolution.
- 3. Team Coordination & Task Delegation
- Assign tickets to the appropriate team members or SAP consultants, ensuring balanced workloads and expertise alignment.
- Track ticket ownership and escalate critical issues when necessary to maintain operational efficiency.
- Provide mentorship and guidance to team members on complex issue resolution.
- 4. Data Collection & Analysis for Process Improvement
- Oversee the extraction and formatting of system data (SAP, Jira) for performance analysis.
- Ensure accuracy in CSV exports by applying filters and maintaining data consistency before sharing with stakeholders.
- Leverage collected data to identify workflow inefficiencies and propose enhancements.
- 5. Data Visualization & Reporting for Decision-Making
- Lead the creation of interactive Power BI dashboards, transforming raw data into actionable insights.
- Use DAX (Data Analysis Expressions) to generate key performance indicators (KPIs) such as ticket resolution times, backlog trends, and team efficiency.
- Present reports to senior management, providing data-driven

CERTIFICATE

900 TOEIC

01/2025

TOEIC

Fullstack Java Developer

10/2024

FPT Software

Software Engineer

12/2020

Duy Tan University

recommendations to optimize IT support operations.

Senior Content Moderator I Gearinc

Reviewing User-Generated Content: Content moderators assess various forms of user-submitted content, including text, images, and videos, to ensure compliance with the platform's policies and guidelines.

Content Moderation & Enforcement: Based on content evaluation, moderators take appropriate actions, such as flagging, removing, or restricting content that violates policies or is deemed offensive or inappropriate. They may also suspend or ban users who breach the platform's terms of service.

Identifying Trends & Emerging Issues: Moderators analyze content trends and patterns to detect potential risks or concerns. They report findings to relevant teams to enhance content safety measures.

Cross-Team Collaboration: Moderators work closely with departments like legal, policy, and customer support to ensure platform compliance with legal and regulatory standards.

User Support & Assistance: In some cases, moderators respond to user inquiries, addressing concerns related to content moderation and policy enforcement.

Maintaining Records & Reports: Moderators document their review activities, recording actions taken and the reasons behind them for future reference and auditing.

Policy Awareness & Compliance: Staying updated with evolving content policies and platform guidelines is essential to ensure consistent and effective moderation practices.

PERSONAL PROJECT

07/2024 - 10/2024

Movie Booking ⧉

General information:
- Mock Project in FPT Software
- Customer: FPT Academy
- Team size: 9 members

Description:
- Developing a cinema management system using Spring Boot (MVC) for users, admin, and employees. Doing tasks for a user's bookings, looking through movie and check history of score they utilized.

Project Scope:
- Requirement Gathering
- Analyst and Design
- Coding
- Testing

Technology used:
- **Runtime enviroment:**
  - Microsoft Windows 10/11
  - SQL Server 2019
  - Tomcat 9.0
  - JDK 22
  - Browser: IE, Chrome, Firefox, ..etc

- **Development enviroment:**
  - Microsoft Windows 10/11
  - SQL Server 2019
  - Eclipse / Jetbrains Intellij/ Visual Studio Code
  - Tomcat 9.0
  - Notepad++
- **Programming Languages:**
  - Java
  - HTML/CSS
  - Javascript
  - jQuery
- **Framework used:**
  - Spring Boot