



NGUYEN BA THIEN

Content Moderator

- February, 9, 1994
- Male
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- Ho Chi Minh, Vietnam

OBJECTIVE

Short term: study and work hard to become an excellent agent.

Long term: get promotions in my career such as become a QA to be able to long-term work for TP company.

SKILLS

Ability to work independently

Logical thinking and creative

Office

Public Speaking

Team working

INTERESTS

- Soccer
- Music
- Reading
- Swimming



EDUCATION

UNIVERSITY OF SCIENCE HCM CITY

OCT 2013 - MAY 2017

Major: Geology

GPA: 6.7/10



WORK EXPERIENCE

TELEPERFORMANCE

MAR 2020 - PRESENT

Agent

More 6 months working as a Content Moderator at Teleperformance in Penang

Main responsibilities:

- Make sure that items are placed in the right category and policy
- Need to be focused and keep your eyes on the jobs to balance between speed and accuracy

Recognition and Gains:

- Team's accuracy have improved a lot and I have reached KPI and get Incentive in July
- Improve ability teamwork as well as on my own
- Have many chances to communicate with foreigners
- Confident, active, creative, proactive and supportive in relationship (keen attitude to motivate co-workers in teamwork).
- Work under highly pressure, highly commitment with teamwork and working overtime if required.
- Excellent in analysis skill, time management skill, problem solving skill.
- Goal-oriented, self-motivated individual who is confident, competitive, and tenacious.
- Demonstrated ability to manage multiple tasks with shifting priorities and varying deadlines.
- Inquisitive individual who strives to extend my professional knowledge.
- Catch and adapt the psychology quickly.
- Ability to follow up with clients in a timely professional manner.- High performance, efficient and effective working method.

DONG TIEN VIETNAM

NOV 2017 - JAN 2020

Sale staff

Main responsibilities

- Sell goods for Foreigners and Vietnam via facebook and zalo
 - Advertise products on media publications such as: banner, posters, leaflets...
 - Write and upload product advertising post via Facebook, Forum...
 - Introduce, consult products and answer customers' queries via phone and email.
- Achievements and skills gained:
- Be assessed positively by the boss: active, extremely adaptable...
 - Observe, learn and catch customers' taste well.
 - Improve English Communication Skill.



ACTIVITIES

Team lead

- Organize events, network with the local
- Help people construct their house and upgrade roads
- Propagate for residents about awareness of protecting environment

EXAM SEASON SUPPORTING

- Find the house for candidates who go to HCM city to have the Exam Entrance University



CERTIFICATIONS AND ACHIEVEMENTS

TOEIC Certificate with score 700

2017

Graduated from Academic University of Science
Achievement

- Get strong knowledge base in policy and process at TP
- Catch and update fast the new policies from trainer- Excellent in communicate with others among team, convince and drive people follow my reasonable ideas- Get incentive in August
- Get trust from QA and TL to become a QA