

OBJECTIVE

I'm looking for a position as a customer service manager/team lead/senior where I can optimize my problem-solving and organizational skills to contribute to increased customer satisfaction.

SUMMARY

Since graduating, I have only worked at one company for nearly 4 years. I started as an customer service professional. Currently, my position is a senior customer specialist. My main skills are problem-solving and withstand work pressure. I think it's time for me to try a new environment. I hope that we will grow and have many wonderful experiences together.

WORK EXPERIENCE

Grab Company Limited

08/2017 - 2021

Customer Service Professional

08/2017 - 02/2019

- Manage service enquiries and disputes arising from our customers.
- Acquire and update knowledge on procedures related to relevant processes; - Provide quality customer support (24/7) through Voice channel and respond appropriately in a timely manner.
- Support other departments when the need arises.
- Award: Best Agent Voice (6/2018)

Senior Customer Specialist - Voice

02/2019 - 09/2020

- Perform daily senior tasks: attendance, absence report, give solution for agents, support TM on management (performance, OKR, ...), report on daily-weekly-monthly ...
- Work closely with TMs to handle technical problems, cases that customers need to private negotiate
- Listen and refine the agent's recommendations and deploy in the meeting
- Award: Outserve Hero (1/2019 and 8/2019)
- Best Supporter (6/2019 and 8/2019)

Senior Customer Specialist - Livechat

09/2020 - 2021

Senior tasks do not seem to have changed too much. Besides, I need to focus on building Livechat system as well as helping agents get acquainted with this



0902.101.793



phamhaihieu.vt@gmail.com



Huỳnh Tân Phát Street, 7 District, Ho Chi Minh City

SKILLS

- Good comunication skills - verbal, written, presentation
- Good supervisory skills - coaching - mentoring - training
- Good problem solving skills
- Good organization and teamwork skills
- Ability to work well under pressure and acceptable for overtime

INTERESTS

- Read News
- Listen To Share Experience
- Like travel
- Jokes with animal

“To succeed in life, you need two things: ignorance and confidence.

— Mark Twain