

# AI UYEN NGUYEN

## OPERATIONS TEAM LEADER

With 6+ years of experience in business, online payment and FnB. I possess strong leadership, communication, and problem-solving skills that drive growth and success. I'm passionate about creating impactful sales and operational strategies that add value to your company and customers.



## EXPERIENCE

04.2022 – Present

### OPERATIONS TEAM LEADER NeoPay - Fintech Company

- Build and manage the operations team (5 members).
- Develop procedures, regulations, and instructional materials for the operations team and related departments.
- Serve as the contact point, work with partners and internal teams (Product, MKT, Account, ITC) to connect technical aspects and deploy services.
- Monitor and operate services, training systems for partners, and provide support for customer complaints. Monitor statistics and generate relevant business reports to ensure service efficiency and quality.
- Assess risks, manage customer groups, and monitor transactions to detect and report suspicious activities.

#### Achievements:

- Promptly addressed customer inquiries and complaints, ensuring quick resolution. Simultaneously minimized risks and created favorable conditions for the development of transactions and services.
- Streamlined the process of connecting and deploying services with partners, resulting in faster and more effective implementation.
- Managed customer groups and ensured compliance with KYC KYB regulations for over 300 users.

## CONTACT



Phu Nhuan District, HCMC

## SKILLS

- Project Management
- Operation Management
- Budgeting Planning
- Online Payment
- Good communication
- Negotiation skills
- Problem Solving skills
- Customer Service
- Teamwork
- Multitasking and attention to detail

## EDUCATION

2012 - 2016 | Van Lang University  
Bachelor of Information Systems

# EXPERIENCE

03.2020 – 03.2022

## PARTNERSHIP TEAM LEADER | ToCoToCo Bubble Tea

- Developing sales programs than **200 stores** across all sales channels: offline/online/delivery apps/ affiliates/vouchers.
- Manage and growth ToCoToCo's partners: **Food Delivery** (GrabFood, ShopeeFood, Baemin, Gojek, Be) ; **Online Payment** (MoMo, VNPay, ZaloPay, ShopeePay) ; **Platform** (Lazada, Shopee) ; **E-Code** (Jamja, Meete, VinID, TapTap)...
- Plan and implement monthly/quarterly/ yearly promotion scheme and campaigns.
- Provide documentation and training for the stores.
- Collaborating with internal department to get approval for policies, contents of program and monthly plan.

### Achievements:

- Achieved sales **target 110% - 130%** per month, especially in Dec 2021 achieve to **190% sales target**.

★ Employee of the year 2021

08.2018 – 12.2019

## BUSINESSDEVELOPMENT EXECUTIVE | Lalamove

- Search, develop, and nurture customers.
- Propose business plans and sales targets on a quarterly/ yearly basis

### Achievements:

- Acquire, engage, and maintain over 150 potential business customers, with revenue growth of **4-5%**.
- Achieve business objectives through sales channels and daily operations.
- Develop sales tools, activity materials, and training documents for customers and colleagues

02.2016 – 04.2018

## PURCHASING ADMINISTRATOR | Honor Interior

- Search, evaluate, and select suitable suppliers.
- Identify needs and create procurement plans.
- Monitor and manage the procurement process.
- Draft contracts and procurement procedures.

### Achievements:

- Resolve issues that arise during the procurement process.
- Ensure cooperation and satisfaction between the company and suppliers.
- Negotiate with suppliers to achieve favorable conditions and prices.
- Improve the procurement process.

References: Head of Sale - ToCoToCo Buble Tea

(Mr.) Do Thanh Son Phone: +