CONTACT

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🏠 KP3, Bien Hoa City, Dong Nai, Vietnam

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SKILLS

Set & Evaluate KPI　■■■■■

Time Management　■■■■■

Negotiate　■■■■■

Training　■■■■■

Customer Acceptance　■■■■■

Project manager　■■■■

Coaching & Mentor　■■■■■

Technical Support　■■■■■

CRM System Applications　■■■■■

Recruitment　■■■■■

Multi-Task　■■■■■

Problem Management　■■■■■

LANGUAGES

English - Advance

NGUYỄN VĂN QUÝ

Customer Services Manager

(*) Career Goals:

- Build a Services BU with the 5-star service

- Financial autonomy via consulting services

- Orientation of human resource management

- High performance with data driven & AI application

- Work in the challenging environment

PERSONAL PROFILE

Gender	: Male
Birthday	: 13/09/1991
Marital status	: Married
Nationally	: Vietnamese
Country	: Vietnam

DESIRED JOB

Level	: Manager
Salary	: 1.500 - 2.000 USD
Job type	: Full time
Industry	: IT - Software, Customer Service, IT - Hardware / Network
Location	: Ho Chi Minh, Dong Nai - Bien Hoa City, Binh Duong - Di An/Thuan An

EXPERIMENT

Year(s) of Experience: 9 years

Current Level: Manager

5/2022 - Now : Customer Services Manager - FireGroup JSC - Full time

1/ Team Management & Strategy:
- Managing team Customer Support & Customer Success for SaaS products
- Build workflow & policy to operate team
- Planning to get business target: Revenue, CSAT, NPS, Reviews on Shopify App Store, ...
- Build OKR, KPI & support team leaders to implementing effective
- Apply AARRR model to planning, operate
2/ Sale Enablement:
- Build sale scripts for internal training & customer onboarding
- Build offer programs
- Build Service Packages to sell (beside app plan)
- Build automation sale flow base product's attribute & data driven
3/ System & tools:
- Build & improve CRM to secure, manage & using customer info

effective
- Build system & metrics to evaluate KPI monthly (CSAT, upsell, support sell, cross-sell)
4/ Report:
- Operation report (monthly & quarterly)
- Product report
5/ Others:
- Work with MKT as GTM team
- Work with Product, QC, Dev, QC, ... to implement BSC plan

12/2018 - 4/2022 : Customer Service Manager - Tinh Hoa Solutions - Full time

Customer Service Manager (at Tinh Hoa Solutions)
- Operation:
+ Build up & manage both 2 teams' technical support (Hardware & Software)
+ Recruitment, Training onboard & new technologies
+ Coaching members of the team to make sure quality services and do the right workflow
+ Analyst tickets, the workload to optimize productivity
+ Build up a key person for an important position
+ Build up & Optimize workflow monthly
+ Optimize Productivity monthly
+ Talk to each member about their career path's wish & list the improvement things in 3, 6,2 months (review competency file monthly)
+ Set & Evaluate KPI monthly, set OKR each quarter
+ Set & Process planning of month, quarter, year (review weekly)
+ Work with QA, QC, team leader to coach staff monthly
+ Work with Sales team to process revenue KPI & review monthly (by Bitrix system)
+ Work with BA, Dev team to solve issues (by Jira system)
+ Work with BA, QC team to suggest new functions & training new product
+ Work with Product Hardware to customize the device
+ Work with Dev, BA to customize software
+ Manage customer list (VIP, Contractor, Maintenance, etc)
+ Manage acts of warranty, fix, maintenance for hardware products
+ Review service quality monthly to make sure matching SLA's commit (by Zendesk system)
+ Manage auto call center (by Mitek system), an integrated call center with The Zendesk system to auto manage, search, store, update, etc customer information
+ Optimize cost annual (based on budget in planning)
+ Planning to survey customers to get feedback about service, product, etc, ... and then planning to improve services, products, ...
+ Set & updates SLAs each 6 months

- Revenue KPI:
+ Planning (set vision, prepare resource, skill, timeline & incentives) for revenue KPI year/quarter and review, report weekly
+ Research & filter customer list to admin process telesales
+ Review the contracts.
+ Support Sale Teams until to get the contracts

+ Set SLAs for each customer group and make sure the right proceeder
+ Work with BA, Dev, Sales to get the target each month on time

- System:
+ Integrated Jira, Zendesk, Mitek, Bitrix to link information for CRM system
+ Build up FAQs system, chat-bot on website
+ Build up document system to guide through email, ticket, etc
+ Centralized storage of customer's information

- Project Manager (Software Deployment - SaaS):
+ Demo, kick-off, meeting with Sale, BA to get the contract
+ Assign tasks, follow weekly, review daily with team
+ Work with BA, Dev, QC to support staff deployment handle issues
+ Push go-live, acceptance of the project
+ Push payment

11/2014 - 10/2018 : Senior Technical Support Engineer - VNG

- Manage Call Center, CSM Software, Games team:
+ Work with QC team to coaching monthly (workflow, communication, etc)
+ Work with Data team to evaluate piecework salary monthly
+ Review workload weekly with the manager, arrange resources to sure not overload.
+ Work with Sale team to get Revenue KPI monthly
+ Work with QC team to review SLA monthly
+ Work with Dev, Product Owner to develop new functions.
+ Training new technologies
- Systems:
+ Work with BA & Dev to build a tool to manage tickets in real-time and report automatically.
+ Integrated Avaya system with an internal tool to manage customer data, auto analyst data daily, and auto warning
+ Optimize document to guide the customer by email, ticket, chat-bot, etc
+ Optimize internal tool to staff use for search in FAQS system
- Operation:
+ Coaching members of the team to make sure the quality services and do the right workflow
+ Build up a key person for an important position
+ Build up & Optimize workflow monthly
+ Talk to each member about their career path's wish & list the improvement things in 3, 6,2 months (review competency file monthly)
+ Recruitment (work with HR, work with some of the university to find fresher, engineer, manage recruit news, etc) + Review & optimize workflow monthly
+ Review work effection
+ Work gross-team to solve issues and suggest a new function
+ Handle some special cases with VIP customer
+ Set & evaluate KPI
+ Work with 2 key people to review issues, data analysis, staff's workload weekly
+ Optimize productivity monthly

8/2013 - 10/2014 : Executive, Technical Support Development

- VNG

From 08/2013 to 10/2014 (2 years 7 months)
- From 08/2013: start at VNG with fresher
- From 06/2014 to 2016 (Team Lead):
+ Management team support CSM Software & Games.
+ Training for new users & new products for current staff.
+ Set & Evaluate Key Performance Indicates. Review with each staff monthly.
+ Build a guiding document for other products & FAQS systems(use for staff & customers).
+ Analyst the data of customer, tickets, issues, suggest optimizing, report monthly
+ Review workload weekly with the manager, arrange resources to sure not overload.
+ Work with relevant team (Dev, Sales, BA, Game-build, etc) to solve issues daily/ weekly.
+ Technical support for VIP customers (advice, setup, operation, etc).
+ Bussiness work at Da Nang, An Giang, Dong Nai, Quang Nam to get a survey from customers & connect with local technical staff.
+ Suggestion & build some tool support to optimize work effection.

EDUCATION

Highest Degree Level: Bachelor

Graduate 6/2014
Bachelor - HCMC University of Technology and Education

IT Engineer
Education's Certificates - Certificates to teach computer at college

OTHER CETIFICATATION

Linux Professional Institute 1 & 2
New Star Education

15/09/2013 - Unlimited

ACTIVITY

9/2016 - Current : Người tham gia - VNG RUN