

## Contact

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## Top Skills

Customer Experience Management  
Quality Assurance  
Customer Service

# Nguyen Tran

Project Manager  
Vietnam

## Experience

### Übank

3 years 9 months

#### Project Manager

June 2023 - Present (1 year 10 months)

Ho Chi Minh City, Ho Chi Minh City, Vietnam

#### Head of Customer Service

December 2021 - August 2023 (1 year 9 months)

Ho Chi Minh City, Vietnam

#### Senior QA & Training supervisor

July 2021 - December 2022 (1 year 6 months)

Ho Chi Minh City, Vietnam

### MoMo (M\_Service)

#### QA & Training Supervisor

May 2020 - March 2022 (1 year 11 months)

Ho Chi Minh City, Vietnam

- To collaborate with other Departments (internal customer) to determine best practice for providing the best of service to customers, business partners (external customer) and to meet CS's KPIs
- To give comment(s)/idea(s), identify opportunities for quality improvement through QA results & design the appropriated training/coach sessions for CS Team members
- To follow up/update the processes, guidelines of both CS and relevant departments to make sure they are up to date for well-controlling SLA & quality of service
- To prepare professional/appropriated scripts, reply templates...to feedback to customers' query/complaint
- To manage CS QA & Training Teams' daily operations:
- Be responsible for productivity and quality of customer service as well as staff performance;
- To contribute more ideas to improve the quality of CS daily works followed the agreed SLA

- To keep up-to-date on new or enhanced products/services to maintain a high-quality service with accurate information providing to customer
- Catch up with daily/weekly/monthly CS's performance report to find out the gaps and give the solutions for improvement
- To support for recruitment and training (new or replacement) process: conducting interview & evaluation; design a thoroughly training & refresh training roadmap for CS staff
- Operate the Customer Service department to ensure efficient work shift, efficient working time.
- Control & improve the indicators of department to ensure the Service Level and Satisfaction rates ( FCR, FDR, CSAT, SLA,...).
- Project coordinator: is CS's project main contact point, receiving projects from relevant departments, planning and coordinating implementation (process, system implementation and operation)
- Establish strategies and projects to improve service quality, increase customer experience and employee performance.
- Other tasks which are assigned by CS Head

## Home Credit Vietnam

### QA & Training teamleader

February 2017 - February 2020 (3 years 1 month)

Ho Chi Minh City, Vietnam

#### QA specialist:

- Monitor the overall quality of the working process in the Collection.
- Improve the control mechanisms
- Automate various types of reports
- Control the work of the Team Leader if they follow the existing rules.
- Listen to calls made by the Call Center Staff, assess the quality of the call and give feedback to the Team Leader / Supervisor.
- Responsible for minimizing frauds of Operators.

#### QA Teamlead:

- Control and evaluation of compliance follow the workflow at the departments
- Measure quality criteria and evaluate customer satisfaction.
- Implementation of activities to improve the quality according to development orientations
- Implementation of procedures for new employees: Reception and integrating training, ...
- Determine training needs of departments, develop training programs for each period.

- Coordinate with the other department to update training materials and organize training programs.
- Control and evaluate the training results.

### iCare Benefits

#### Quality Assurance Specialist

June 2015 - December 2016 (1 year 7 months)

Ho Chi Minh City, Vietnam

- Supporting coach/direct feedback to agents.
- Listen and evaluate the call quality of the Telesales team.
- Skill and professional training for new sales.

### THIEN TU

#### QA Teamlead

March 2012 - May 2015 (3 years 3 months)

Ho Chi Minh City, Vietnam

- Write a Weekly Status Report.
- Responsible for outbound calling and gathering feedbacks/ comments from customers, to find the correct solution as well as making contribution for the improvement of Process.
- Support coach/direct feedback to agents
- Help employees do their best work each day in order to achieve the larger goals of the organization

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## Education

### University of Finance & Marketing - UFM

Bachelor's degree, Business Administration and Management,

General · (September 2008 - July 2012)