






CONTACT

-  Shreveport, Louisiana,
USA
-  +318 550 8368
-  lemy198@gmail.com

SKILL'S



SOCIAL

-  Facebook
Lemy
-  Instagram
Lemymay
-  LinedIn
linkedin.com/in/lemy198/

HOANG MY LE

CUSTOMER OPERATIONS

Strong interest in building elite teams, driving operational best practices and Experience Management

WORK EXPERIENCE

2017-2019

CUSTOMER OPERATIONS MANAGER
Traveloka

- Managed day to day operations of the Customer Operations Team, including in-house and third-party service provides. Ensured operations support ran smoothly and fulfilled the set of performance objectives.
- Overhauled existing employee development and training processes resulting in an increase in KPIs performance of 33%, especially CSAT was increased from 65% to 92%, DSAT was reduced from 12% to 2%
- Monitored employee productivity and optimized procedures to reduce costs. Call center outsourcing cost reduced appropriate 20%/ year. Increased productivity by 30% while reducing head count by 15%.
- Interfaced with central team offshore on operational issues. Worked with peer managers to leverage best practices, understand new trends and contribute to the implementation of workflow process improvements.
- Planned and developed Customer Operation business (Strategy, Tactics, Operation initiatives and Enhancement) and implemented it in effectively and efficient way to achieve the company objectives.

2015-2017

HEAD OF CUSTOMER SERVICE
Techcom Securities

- Set up Omni-Channel customer service, as a means to respond to customer needs. Ensured all customer requests was followed and logged into systems for analyzing reports. This was implemented efficiently and economically, using only 35% of allotted budget and high satisfying all client requests quickly.
- Recruited, mentored and developed customer service agents and nurtured an environment where they can excel through encouragement and empowerment, resulting in all staff meeting or exceeding expectation of their KPIs.
- Developed service procedures, policies and set higher standards.
- Improved customer service experience, created engaged customers and facilitated organic growth.
- Coordinated with R&D and IT teams to build simple and effortless robo-adviser tool through which investors were given access to advice suited to their requirements and risk aversion. Clear up to date data was made available to allow for them to make the best decisions which suited their needs.

2007-2015

CUSTOMER OPERATIONS MANAGER
Vietnamobile Telecom

- Managed and maintained effective performance of all BPO partners (upto 1000 agents), 5 flagship stores and 400 service points. Ensured high customer satisfaction and improve quality and retention levels.
- Drove customer centric culture across the organization and with business partners to achieve 360 degree customer satisfaction levels.
- Established and managed 400 customer service points in nationwide including: set up system, created and managed commission policies and processes, training, giving dedicated 24/7 services for service points so that they could support customer after sale services easily and quickly, resulting in increased customer retention rate upto 70%.
- Designed Customer Relationship Management (CRM) system for Call Center to manage day-to-day customer activities and interactions that contributed to: (1) reducing cost - automated and regulated processes help to reduce operational cost by decreasing the amount of routine operations which were initially performed manually (2) quality of the service/product improvement - paying more attention to the level of the provided service and customer satisfaction rate (3) increasing customer loyalty - personalized customer experience which led to increased customer loyalty and more sales (4) performance improvement - easily tracked agents' effectiveness by set KPIs, delegate tasks, set deadlines, tracking progress, assigning agents etc.
- Public affairs jobs: coordinating and supporting Public affairs division to undertake annual audit of prepaid management in the area.
- Planned budget and headcount of Customer Operations and managed the budget.

2004-2007

INFORMATION AND TECHNOLOGY TEAMLEADER
Viettel Telecom

- Managed the Information Process input and Technology team daily activities.
- Analyzed customer inquiries and complaints for creating new process on how to maintain customer loyalty as well as increase customer satisfaction.
- Managed daily report including: Network situation, Technical problems, customer requirements etc. to recommend how to most effectively address the needs of customers.

EDUCATION & COURSES

2020-2021

FOUNDATIONAL JAVA
Tech Talent South, USA
Have received scholarship from Shreveport city, Lousiana USA for technical workforce development

2019-2019

SIX SIGMA
Jakarta, Indonesia
Green belt

2011-2011

EMPOWERMENT AND DELEGATION TECHNIQUES
G&H Management Services, HCMc.

2000-2003

CHEMICAL ENGIEERING
Industrial University of Ho Chi Minh
Major: Food & Beverage
Grade: Good

HOBBY

