



HA THI YEN CHI

CONTACT INFORMATION

February 21, 1989

[REDACTED]

[REDACTED]

Nai Hien Dong, Son Tra, Da Nang

ABOUT

A customer-focused professional with 10 years of substantial experience and outstanding skills in Business Process Outsourcing (BPO), including over 4 years in project and operations management. A troubleshooter with a sharp focus on developing and implementing improvements to drive the company's goal and innovation. Excellent interpersonal and communication skills, a strong work ethic, and the ability to effectively handle pressure without compromising project quality.

SKILLS

Language

French, English

Computer

Word, Excel, Powerpoint

Skills

Business Process Outsourcing (BPO), Project Management, Service Delivery, Customer Service, Operations Management, Project Coordination, Continuous Improvement

EDUCATION

The University of Da Nang - University of Foreign Language Studies
Major: French language
Sep 2007 - Jul 2011

WORK EXPERIENCE

FPT Digital Processing Service

Service Delivery Manager

May 2022 - Nov 2022

Main responsibilities:

- Create reports and meeting with customers
- Monitor or track project milestones and deliverables
- Develop and execute project plan
- Manage project execution to ensure schedule and scope
- Coordinate with stakeholders to handle issues

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Service Manager

Sep 2018 - Feb 2022

I. Project 1:

- Business domain: receipt processing for market research and customer loyalty program
- Main responsibilities:
 - + Provide accurate input and possible solutions for incoming opportunities to Project Onboarding Executive and Customer Management Department (CMD)
 - + Responsible for new project implementation, including business requirement analysis, coordinating with related departments for system build-up and testing
 - + Get directly involved in UAT (User Acceptance Testing) to assure the developed output satisfy the client's expectation
 - + Control account portfolio (quality, TAT, productivity) to meet the predefined targets by maintaining close supervision of the projects

CERTIFICATIONS

2021

Transformational Leadership - Dale Carnegie Vietnam

HONORS & AWARDS

Jan 2021

Manager of the Year

Jan 2021

Winner in the category of Delivering Excellence - Global Awards 2021

II. Project 2:

- Business domain: invoicing processing for automated payment application
- Main responsibilities:
 - + Communicate with US Client to elicit the business needs requirements and transfer to the technical team to build the capturing application
 - + Support technical team to review user story and business requirement document (BRD)
 - + Develop detailed project plan which identifies the needed activities, including resource plan, testing, ..
 - + Create work instruction and perform the transfer of knowledge to operators through various training
 - + Continuously come up with improvement ideas for all projects to reduce processing time and enhance cost-efficiency

Swiss Post Solutions

Service Assistant

Jun 2011 - Sep 2018

I. Project 1:

- Business domain: business licenses processing project that required the French language
- Main responsibilities:
 - + Onsite training in Belgium then transfer the knowledge to the Vietnam team
 - + In charge of project daily operation, including monitoring, importing, exporting, and making required reports. Make sure the outputs are delivered as required in the Service Level Agreements
 - + Analyze projects errors on daily basis in order to have quick actions to improve project quality

II. Project 2:

- Business domain: market research project that required knowledge of the American technology products
- Main responsibilities:
 - + Onsite training in the United States of America then transfer the knowledge to the Vietnam team
 - + Clarify customer's business requirements, create work instruction and conduct training sessions for operators
 - + Monitor daily operation to ensure smooth delivery of Service Level Agreements and maintain the project's highest performance