

# THIEN NGUYEN

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## SUMMARY

Service-oriented professional with more than 6 years of experience in the Hospitality and Tourism and Tech Industry. Strong ability to apply technology to maximize productivity at work, familiar with using several well-developed tools and systems of multinational companies such as Traveloka, TUI Group, and Hostfully. Able to manage and motivate team to work effectively without supervision.

MY PORTFOLIO: <https://thien-portfolio.netlify.app/> or my personal website: [nglethiensite.com](https://nglethiensite.com)

## SKILLS & EXPERTISE

Customer Service • Interpersonal & Communication Skill • Presentation Skill • Problem-Solving • Self-management

## EXPERIENCES

May 2021 - Present: Front-end developer

- Using HTML5, CSS3, Hosting/Domain for web development.
- Using ReactJs and Redux to develop sites calling APIs.
- Creating basic apps with JS and React, Nodejs, and Express.
- Python beginner.
- Get to know Git, GitLab, and practice handling conflicts on Git
- GitHub: <https://github.com/ngthien2911>
- Project:
  - <https://ngthien2911ecommerce.netlify.app/>
  - <https://ngthien-chat-app-testing.netlify.app/>

HOSTFULLY | Award-winning integrated Property Management Platform

Senior Tier 2 Technical Support, API tester

July 2020 – Present

- System: Intercom, Salesforce, JIRA, Confluence, SQL, Splunk, Postman, Kibana, Hosting/Domain for web development, etc...
- Key responsibilities:
  - Manage customer support email and chat queues using Intercom and Salesforce to ensure timely and accurate responses to customers while setting clear expectations.
  - Troubleshoot customer-reported product issues to identify if the issue is a bug, user error or product limitation
  - Effectively communicate with engineering teams to help prioritize and resolve customer issues through a project management ticketing system
  - Improve documentation around product functionality and customer support best practices
  - Work with internal team members to influence Product, Sales, and Customer Success
  - Help tier 1 to solve issues to reduce the workload for the engineering team
  - Check logs in Splunk and SQL to troubleshoot the issue
  - Help partner to solve problems with APIs
  - Work with partners to build the integration using API between us. Updating API documents and testing the workflow of endpoints in the API list
  - Work closely with the Director to provide input on the growth of the business and align revenue strategy with overall company objectives
  - Manage the schedule of the team. Make sure the coverage is good enough to handle the support queue
  - Helping team members to improve their skills and motivating them to always move forward.
  - Interviewing new candidates to select the good ones that can help the company to grow.

TUI GROUP | One of the world's largest leisure, travel, and tourism companies

Operation Manager

October 2018 – July 2020

- System: Asterix.

- Key responsibilities:
  - Managed destination service operations in Phu Quoc including finance activities, partnership development, tour operation, logistic management, and guest satisfaction,...
  - Provided technical support and administrative support for the Phu Quoc office.
  - Served as the primary contact point to work with local authorities at the airport and on the island.
  - Trained to be a key account of the Vietnam Branch on using Asterix (TUI Group's standardized fully integrated system for all countries)

TRAVELOKA | Technology company aims to revolutionize human mobility with technology

Customer Support Representative

April 2018 – October 2018

- System: Zendesk, Salesforce.
- Key responsibilities:
  - Managed customer cases through case management and customer database applications within allowable solving time (1 to 24 hours case by case).
  - Acted as a second-tier point of escalation from the customer service team thus expected to solve cases related to ticketing, payment processing, issuance, amendment, relocation, and instruction.
  - Served as liaison between customer service with Payment and Ticketing Team, and thus has to formulate requests on required action and escalation needs to the right team.

VESPA ADVENTURES & ONETRIP | Travel agencies focusing on international guests

Freelancer Tour Guide

February 2017 - April 2018

Led different local experience trips in Saigon for international guests such as: Saigon after dark, City tours, ...

ONETRIP & CHRISTINAS VIETNAM COMPANY LIMITED | Tech driven fully-integrated travel experience company

Tour leader & Host

July 2015 – February 2017

- Participated in Onetrip tour operations, including designing new tours, lead tours of Onetrip Saigon & Hoian, and enhanced guests' experience on tours.
- Participated in host operations of Christina's in Saigon & Hoian including check-in, check-out guests, managing the housekeeping team, solving in-house technical issues, handle guest issues.

## EDUCATION & AWARD

HO CHI MINH CITY UNIVERSITY OF INDUSTRY | HCMC, VIETNAM

Bachelor of Environmental Science of engineering and management

INTERNATIONAL TOUR GUIDE LICENSE

## EXTRA ACTIVITIES

IVC - INTERNATIONAL VOLUNTEER CLUB

Volunteer