



TIEN VIET NGUYEN

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Customer-Focused Professional with 1 Years of Experience in Client Support and Service Excellence. Dedicated Customer Support Representative with Strong Problem-Solving and Communication Skill. Seeking to apply strong technical aptitude and customer service skills to empower users and ensure excellent service experiences.

EXPERIENCE

OTC 2023- DEC 2024

CUSTOMER ADVISOR, CONCENTRIX LIMITED COMPANY

- Delivered high-quality customer service via Phone, Chat, and Email, addressing inquiries and resolving account-related issues, returns, refunds, and damaged shipments.
- Raised tickets and escalated cases when necessary, ensuring timely solutions by connecting with higher-level or specialized departments.
- Collaborated with internal teams to enhance processes and improve KPIs such as customer satisfaction and response time.

SKILL ACQUIRED:

- Enhanced Communication Skills: Gained experience in clear and professional communication with customers
- Problem Solving & Troubleshooting: Developed strong analytical skills for resolving customer issues, which are transferable to diagnosing technical problems in IT support roles.
- Customer Relationship Management (CRM): Familiarized with CRM software (CSC, AC3, DFM...) enhancing the ability to track, organize, and manage customer interactions effectively, relevant for ticketing systems in IT.
- Conflict resolution: Developed the ability to de-escalate challenging situations and resolve issues calmly and effectively. This skill is invaluable for managing user frustrations in technical support, especially when working with the escalation department, and handling difficult or complex cases

JUN 2020- 2021

WAREHOUSE SPECIALIST, LAZADA HUB

- Provided support to Lazada customers via email, chat, and phone. Diagnose and resolved order, payment, delivery, and account issues. Demonstrated ability to learn new systems and procedures quickly.

SKILL ACQUIRED:

- Order and Logistics Management: Gained experience in managing and troubleshooting issues related to orders, shipments, and deliveries, ensuring customer satisfaction.
- Time Management: Improved the ability to handle multiple customer inquiries efficiently while balancing workload and meeting deadlines.
- Process Improvement: Identified and suggested improvements to workflows and processes for better customer experiences and operational efficiency.

LEADERSHIP & ACTIVITIES

2020– 2021

PRODUCER & PROJECT MANAGER, G4U GUITAR CLUB

- Managed creative direction and production for Club's annual music compilation album.
- Produced, recorded, mixed, and mastered 2 original songs for the 2021 album.
- Developed project plans and managed timelines for album release events and marketing activities.
- Lead a creative team of 6 members for songwriting, musical arrangements, and marketing collaterals.

EDUCATION

SEP 2018 – SEP 2021

MECHANICAL ENGINEERING, CAO THANG COLLEGE

Relevant Coursework, Engineering Graphics, Manufacturing Processes, Machine Design. Technical concepts were easily learned and applied in practical settings through this curriculum. Hands-on experience was gained in building mechanical systems and troubleshooting technical issues.

CERTIFICATE AND SKILLS

- English speaking fluency
- Excel Basic for danalyst coursera
<https://www.coursera.org/account/accomplishments/verify/69XF4OVWNP7B>
- Python for data science, AI and Development
<https://www.coursera.org/account/accomplishments/verify/YIFCAHDXAZ5R>
- MOS certificate (proficiency in Word, Excel, Power Point...)