

Gender

Male

Date of birth:

Dec 10, 1995

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Ho Chi Minh, Vietnam

Additional information

Adaptability
Academic/learning skills
Working under pressure
Communication Skill
Teamworks Skill
Planning and Organizational
Leadership skills

PHAM HOANG DUY

CS Supervisor

Education

Van Lang University, Major: Environmental Engineering and

Technology

SEP 2013 - JUL 2017

Certifications

2014: English certificate
Office informatics certificate
B2 driving license

Work experience

Best Express JOINT STOCK COMPANY -, OS CS MGT

Supervisor

apr 2024 - Present

- Manage a team of 30 people, ensuring compliance with company SOPs and operational processes for deliveries, while meeting partner agreements.
- Ensure the return rate meets commitments and handle delivery violations.
- Report on handling situations and irregularities weekly/monthly/quarterly, with improvement proposals.
- Implement new processes as required by upper management and investigate abnormalities to collaborate on improvements.
- Forecast shipment volumes and complaints during campaigns, allocate staff, avoid overload, and plan contingencies.
- •Evaluate performance during campaigns, identify successes and areas for improvement, and propose solutions for future campaigns.
- Conduct half-yearly team evaluations, identify key staff, and develop plans for future growth.

- Coordinate with partners for recruitment, training staff, and providing internal training materials, ensuring staff have necessary knowledge and skills.
- Collaborate with third parties to provide equipment and tools, and optimize service costs for the company.

SPX Express JOINT STOCK COMPANY - SEA GROUP, KEY

ACCOUNT MANAGEMENT

aug 2021 - Apr 2024

- Act as the lead point of contact for any matter related to SPX Express key accounts.
- Take care and maintain the relationship with the key accounts such as TeeLab, Cocoon, Biti's, Boxme, Onpoint...
- Work closely with Operations, Technology, ... to improve service quality, and bring positive experiences and satisfaction to customers.
- Provides prompt and efficient service to Sellers including the appropriate escalation of Sellers' issues.
- Identify, capture seller demand, and grow opportunities to ensure growth volume/revenue of accounts & develop a trusted relationship with them.
- Acts as the primary interface between SPX Express and our 3rd party sellers, providing phone and/or email support governed by internal service level agreements
- Be responsible for providing timely and accurate operational support to 3rd party Sellers on the SPX Express platform

EB2B Joint Stock Company, Sale speciallist - Leader

MAR 2020 - Jun 2021

- Look for customers via e-commerce site Taobao, 1688, T-mall.
- Contact, consult and guide customers in using services: Create accounts, set up supporting tools, search for items. Handle complaints and request from customers.
- Negotiate with Chinese Suppliers to find quality products and affordable price as customers's required, bargain with the suppliers to get the best price possible.
- Follow the market to find the new model of products in customer's field. Present the new products to customer.
- Work closely with the Suppliers to create specific products based on the original products as customer's required
- Interview, recruit and train new staffs.

Giaohangtietkiem.,JSC, B2C's Team Leader

Jul 2018 - Feb 2020

- Manage, create team development plans including quantity and quality.
- Support team for handling complaints, business partner's deal and for working with related departments in company.
- Work closely and maintain relationship with top key accounts

such as PNJ Watch, Juno

- Visit, get customers' feedback, thence give out the solutions, plans to improve and develop services.
- Make progress reports in team, business and the area partner's experience
- Propose idea supporting service quality. Buil up elements for customer's App and new project

Giaohangtietkiem., JSC, B2C Customer Service Executive

Mar 2018 - Jul 2018

- Support business partnership via social networks: facebook, zalo, skype.
- Handle directly complaints, business partner's deal and work with related departments in company.
- Update the partner sale promotion
- Look for new partners and support them if they are qualified.
- Give team leader, department leader the weekly reports of work effectiveness and customers' feedback.

Laco commercial and service JSC, Laco Commercial and Service JSC

AUg 2017 - Jan 2018

- Make consultancy phone call for appropriate items
- Make appointment for customer's ISO pack as well as organization approvals
- Join staff training program in term of ISO certified and how to work in standard form