

# TUYEN, THI CHU NGUYEN(MS.)

Organized and detail-oriented professional with a background in process optimization, data management and customer service. Having recently relocated to Prague, I am looking for analytical roles in Process, Business or Data domains. I have embarked on a coding journey, completing a web development bootcamp and following up with a C-based, project-focused program to solidify my technical foundation and enhance my skill set. I am committed to leveraging my analytical skills and technical knowledge to learn and grow professionally.

I am based in Prague, have a long-term residence permit and am eligible to work in the Czech Republic.

## INFORMATION

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## WORK EXPERIENCE

### Collection Process Analyst - Home Credit Vietnam | 2019 - 2022

- Developed Collection processes which comply with new changes and requirements from the State Bank of Viet Nam regarding local Collection practices and Customer support during Covid-19 pandemic while upholding confidentiality standards and adhering to Group guidelines from headquarters in Prague.  
***Example: Due to the Covid situation, we needed to take actions swiftly: inform clients about a new Loan Restructuring tool, having in place a process to handle all incoming LS requests and change system parameters to handle each step automatically.***
- Optimized processes while collaborating across departments to drive strategic improvements, with focus on increasing cash collected while decreasing complaints regarding collection activities.

***Example: Late collection call center team using predictive dialing instead of manual dialing resulting in 50 % increased efficiency and 20 % increased cash collected.***

- Followed up with any implementation changes and made necessary adjustments to finetune our existing processes.

***Example: Listen to call recordings, give and receive feedback from operational teams***

## Customer Experience Trainer | Grab Vietnam | 2017 - 2019

- Developed training programs to enhance service quality and efficiency, resulting in consistent customer satisfaction.
- Cooperated with The Quality Control team to do follow-ups, feedback, coaching and retraining of operators.

## Collection Project Coordinator - Home Credit Vietnam | 2012 - 2017

- Streamlined collection processes to boost collection performance.
- Investigated problems (drop in performance in a specific group, increased number of cases of operator cheating) and proposed solutions to said problems.

## SKILLS

MySQL, C, Bash, Shell Scripting, Git, Python, HTML, CSS, JavaScript, Microsoft Office, Jira

## EDUCATION

Hoa Sen University - English Literature (BA) - December 2011

Web Application Full-stack Coding Bootcamp Praha - July 2023

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