



LE THUY PHUONG THU

candy.elyon@gmail.com

090 999 3398

Personal Information

Date of birth: November 25th, 1987

Place of birth: Ho Chi Minh City, Vietnam

Gender: Female

Marital status: Single

Nationality: Vietnamese

Permanent address: 57/5 Quarter 2, Thanh Loc Ward, District 12, Ho Chi Minh City.

Temporary address: 23 Phu Thuan Street, District 7, Ho Chi Minh City.

Educational background

- Bachelor's Degree in Business English. Graduated from Ho Chi Minh City Open University. 2015
- Australia Awards Scholarships on skills to study, live, and work abroad. 2020
- DELF A2 in French issued by the Ministry of Education of France. 2021

Certificates

- Certificate in Office Informatics, level A. 2001
- Certificate in Graphic Design for Beginners. 2009
- Certificate in Professional Clerical and Office Administration. 2013
- TESOL/TEFL Certificate, teaching English domestically in Vietnam and abroad. 2015
- Certificate of Australia Awards Scholarships on skills to study, live, and work abroad. 2020
- Certificate of Customer Service Skills. 2021
- Supervision Skills -Managing Groups and Employee Interaction. 2021
- Certificate of Business Administration-Working with Customers and Teams. 2021



Customer Service Advisor and Sales @Teleperformance Malaysia

Meta Client Service (from May 2021 - April 2023)
Mercedes-Benz Vietnam (from May 2023 - May 2024)

Achievement:

* During my working time, I always exceeded monthly KPI targets, my work performance often reached at least 95% and customers regularly rated 5 stars for my customer service experience.

* I also received awards as a contributor and pioneer in new projects of the company. In addition, I won awards in annual sports events organized by the company such as badminton, marathon, and individual talent events.

* Whether the project has to be done day or night, I always successfully complete all set targets, maintain good achievements as well as ensure good health to devote myself fully to my work.

CSS-Specific Responsibilities and Accountabilities:

- Provide timely support to customers through available communication channels.
- Handle customer's concerns positively and professionally.
- Identify and escalate priority issues through proper channels when necessary.
- Works with other team members to identify better ways to provide customer support.
- Participate in additional training courses as required.
- Maintains and improves quality of service by giving recommendations.
- Keeps job knowledge up to date by attending upskill training to improve skills.
- Meet all key performance indicators set by the company and client.
- Adhere to the policies set by the company.

Soft and specific skills:

- Excellent written and verbal communication skills in English and Vietnamese.
- Basic communication skills in Thai, French, Mandarin, and Japanese.
- Proficient in using advanced working systems software such as MS Teams, Sprinkler, Userlike, Sirius, and Genesys Cloud....
- Team player with strong problem-solving and conflict-management skills.
- Good reasoning and analytical skills.
- Friendly proactive attitude and great communicator in challenging situations.
- Good multitasking skills.
- Ability to think outside of the box and passion for serving people.



SALES @Kandy4Beauty eCommerce store (from 2017 - 2021)

- Management of SEO/SEM-related matters.
- Ensuring among others an appropriate design, programming, debugging, and testing of the organization's online-based activities.
- Supervision of online PR and contact maintenance to bloggers.
- Participation in the development of online marketing campaigns.
- Analysis of the e-commerce-related performance.
- Monitoring and evaluation of users' behavior to derive suggestions for improvements.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out to answer questions firmly and clearly.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Communicating and coordinating with colleagues as necessary.
- Ensuring customer satisfaction and providing professional customer support.
- Keeping track of all given tasks and submitting the report on time.

Experience in teaching languages domestically in Vietnam and abroad

- In-Home English Tutoring. 2010-2014
- English teacher at Au Chau Language School - SIT. 2012-2013-2014
- Vietnamese teacher at Chaibadan Wittaya High School, Thailand. 2014-2015
- Lecturer in Vietnamese and English at Nakhon Pathom Rajabhat University. 2015-2016
- English teacher at Au Chau Language School - SIT. 2020-2021
- Online English teacher at Antoree.com. 2020-2023

Typical responsibilities of the job include: planning, preparing, and delivering lessons. Preparing teaching materials, and helping students improve their listening, speaking, reading, and writing skills via individual and group sessions.

Part-Time Work Experience

- Counselor for English courses at International English School North American. 2006
- Financial Advisor and Loan Officer in Prudential, Vietnam. 2007
- Tickets & Tours Sales Representative, Tour Guide Assistant. 2008
- The staff of Office Administration, managing the website for TV channel HTV3. 2009
- Long-term and Short-term Accommodation, Airbnb. 2019

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Thank you!



LE THUY PHUONG THU

Testimonials

Thuy Phuong Thu Le 4222985 Monitoring

Thuy Phuong Thu Le 4222985

Saved Searches Submit

Employee Monitor Summary

Ident	Monitor Form	Count	Score	Possible Score	Weighted Average	Normalized Score	Normalized Possible Score	Normalized Weighted Average
586022	Mercedes Social Media QA Form V4 v1 (cv4)	2	188.00	200.00	94.00	188.00	200.00	94.00
588928	Mercedes Web/Live Chat QA Form v6 (cv5)	4	400.00	400.00	100.00	400.00	400.00	100.00
			588.00	600.00	98.00	588.00	600.00	98.00












Employee Monitor Detail

Ident	Monitor Form	Date	Submitted	Score	Possible Score	Weighted Average
119937057	Mercedes Web/Live Chat QA Form v6 (cv5)	2024-01-26	2024-02-02 17:45:41	100.00	100.00	100.00
119937075	Mercedes Web/Live Chat QA Form v6 (cv5)	2024-02-02	2024-02-02 17:47:41	100.00	100.00	100.00
120064846	Mercedes Social Media QA Form V4 v1 (cv4)	2024-02-07	2024-02-07 10:30:01	94.00	100.00	94.00
120364728	Mercedes Web/Live Chat QA Form v6 (cv5)	2024-02-16	2024-02-16 14:23:26	100.00	100.00	100.00
120509067	Mercedes Social Media QA Form V4 v1 (cv4)	2024-02-21	2024-02-21 14:44:01	94.00	100.00	94.00
120691622	Mercedes Web/Live Chat QA Form v6 (cv5)	2024-02-27	2024-02-27 10:13:19	100.00	100.00	100.00

Agent	Average QA Score
Le, Nhu Thuy Khanh	100
Pham, Ngoc Nhi	98.5
Dang, Nguyen Phat Tai	97
Le, Thuy Phuong Thu	97
Cao, Kim Ngan Thi	94.5
Phan, Tri Hong	93

AGENT SCORES' DETAILS:

Week	Ident	Employee	Manager	Market / Country	Case ID	Score	Case origin	Audit Counts
7 (11-17/02)	4077898	Dang, Nguyen Phat Tai	Le, Thi Tinh	Vietnam	1969190	100	SoMe	1
7 (11-17/02)	4222985	Le, Thuy Phuong Thu	Le, Thi Tinh	Vietnam	63236885	100	Live Chat	1
7 (11-17/02)	4552110	Le, Nhu Thuy Khanh	Le, Thi Tinh	Vietnam	62953221	100	Live Chat	1
7 (11-17/02)	5297755	Phan, Tri Hong	Le, Thi Tinh	Vietnam	1968379	100	SoMe	1
7 (11-17/02)	5301788	Pham, Ngoc Nhi	Le, Thi Tinh	Vietnam	62953381	94	Live Chat	1
7 (11-17/02)	5302362	Cao, Kim Ngan Thi	Le, Thi Tinh	Vietnam	1990029	100	SoMe	1

ASSIGNEE	GROUP	WIDGET	RATING
 Phuong Thu ▾	Live Group	PROD-Live (VIET) UM	★★★★★
 Phuong Thu ▾	Live Group	PROD-Live (VIET) UM	★★★★★
 Phuong Thu ▾	Live Group	PROD-Live (VIET) UM	
 Phuong Thu ▾	Live Group	PROD - Online Stor...	
 Phuong Thu ▾	Live Group	PROD-Live (VIET) UM	★★★★★
 Phuong Thu ▾	Live Group	PROD-Live (VIET) UM	★★★★★
 Phuong Thu ▾	Live Group	PROD - Online Stor...	
 Phuong Thu ▾	Live Group	PROD - Online Stor...	
 Phuong Thu ▾	Live Group	PROD-Live (VIET) UM	★★★★★
 Phuong Thu ▾	Live Group	PROD - Online Stor...	★★★★★
 Phuong Thu ▾	Live Group	PROD-Live (VIET) UM	★★★★★