

NGUYỄN TRẦN TIẾN PHÚC

AI Customer Support Quality Analyst

IELTS 7.5 · +84 902 513 272 · phucnguyendn1122@gmail.com · Đà Nẵng, Vietnam (GMT+7 · Remote)

PROFILE

Customer support quality analyst with experience evaluating both human and AI-generated customer communication for tone, clarity, factual accuracy, and adherence to quality standards. Skilled in identifying failure modes, documenting findings, and providing actionable feedback to improve customer experience. IELTS 7.5, experienced in AI-powered customer support operations, bilingual English–Vietnamese communication, and remote collaboration.

CORE SKILLS

Customer Support QA • AI Response Evaluation • Customer Support Email Evaluation • Tone & Style Assessment • Fact Verification • Failure Mode Analysis • Customer Experience • Benchmarking • Documentation & Reporting • Written Communication • Quality Assurance • English–Vietnamese Communication

EXPERIENCE

Wildcats Global — Da Nang

2024 – Present

Project Manager — AI Operations & Quality

2025 – Present

- Conduct quality assurance reviews of AI-generated customer support responses, assessing tone, clarity, factual accuracy, intent, and adherence to communication guidelines; identify failure modes and rewrite responses before customer delivery.
- Managed day-to-day operations and quality monitoring for AI-powered customer support products, including a fashion CRM serving 6,800+ customers and processing 4,000+ orders.
- Benchmarked AI-generated responses against internal guidelines and reference materials to ensure consistent evaluation standards.
- Corrected and verified 3,250+ customer records, improving data accuracy before deployment.
- Designed automated review workflows to detect tone, formatting, factual, and language issues — including Vietnamese diacritics — in AI-generated customer responses before publication.
- Documented findings and reported recurring failure patterns in Notion to continuously improve response quality.

Community Manager

2024 – Present

- Reviewed and responded to customer communication across email, Zalo, and WhatsApp, ensuring consistent tone, clarity, and customer experience for members and partners.
- Hosted 40+ workshops and networking events, bridging English–Vietnamese communication live.

ALE English & Volunteer Programs — Da Nang

Oct 2023 – Jun 2025

English / IELTS Instructor

- Graded student writing against IELTS band descriptors — tone, task response, coherence, accuracy — and provided specific, actionable feedback pinpointing exactly what to fix and why.
- Benchmarked written English against reference materials and consistent quality standards across all levels.

Novotel Premier Han River — Da Nang

2022

Front Office Receptionist & Concierge

- Resolved guest inquiries and complaints in English for 100+ guests daily; achieved a 90% positive guest-feedback rate.

EDUCATION

VNUK Institute for Research & Executive Education

2021 – 2026

Bachelor of International Business Management

- 100% English-medium program · VNUK Honor Scholarship (Year 1) · Merit Scholarship (Year 2).

TOOLS & LANGUAGES

Tools: Notion · Google Workspace · Microsoft Office · Claude · ChatGPT · WhatsApp / Zalo · Canva

Languages: English — IELTS 7.5 (near-native written & verbal) · Vietnamese — native

CERTIFICATES & AWARDS

- IELTS Overall Band 7.5 (British Council) · Kulturstudier Scholarship, Development Studies (Norway) · 3rd Prize, VNUK Innovation Challenge