

Amy chen

11.8年工作经验 | Bachelor's Degree | 33岁 |

籍贯: Shanghai

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Self-summary

Starting from a frontline role, I now lead a 200+ team including BPO operations. I have built teams from scratch and managed multi-channel customer support covering live chat, hotline, and email. What drives me is turning customer feedback and data insights into action—closing service gaps, improving processes, and combining training with performance management to lower attrition and build stable, high-performing teams.

Core Competencies

Result Delivery & Six Sigma (DMAIC Method)

Cross-Cultural Communication

Talent Pipeline Development

0-1 team building

工作经历

TEMU Product Team Vendor Manager

2025.11 - 2026.3

Took over 5 Japan & Korea BPO teams (150 agents), quickly streamlined operations, and drove the team to meet targets and achieve sustainable growth

Performance Management & KPI Improvement

- Improved CSAT from 80% to 85% within 4 months, reaching “Excellent” tier and ranking #1 across sites
- Maintained QA at 95%+, reduced AHT by 2%–5%, and increased CPD by an average of 3%

Leadership Pipeline Development (Internal Promotion + External Hiring)

- Identified leadership gaps and built a T→SUP internal promotion pathway, enhancing team stability
- Hired 5–10 external leaders in parallel to ensure timely backfill and strengthen the management

Cross-functional Collaboration

- Partnered with WFM, Training, QA, and BD teams to lead the 0→1 setup of the Vietnam customer service operation for Temu
- Established SOPs, enabling repeatable playbooks for future international market launches

AI Service Optimization

- Built a BPO feedback loop to identify high-frequency issues
- Partnered with the AI team to drive iterative improvements, enhancing response accuracy & service quality

GOAT Consumer Experience CX Service Manager

2019.10 - 2025.9

Been involved in building the China CX team (0→1, 70 agents) during GOAT's global expansion

Performance Management

- Achieved email handling of 9 emails/hour for the in-house team (vs. target 7), with CSAT consistently at 84%+ (above target range of 75–82%); Reduced resolution time to 15–25 hours (vs. target 25–28 hours)
- Managed a 100-agent BPO team, maintaining AHT below 300 seconds, achieving an average response speed of 2.1 emails/minute, and increasing email productivity to 8+ per hour (vs. target 7.5)
- Establish 1-on-1 Coaching & Performance Improvement Plans (PIP) for underperforming employees, tailored coaching to address specific skill gaps and issues.

Talent Development & Team Growth

- Led hiring and training efforts, interviewing 10–30 candidates annually with a 90% probation success rate; Established a talent development framework, with 1-on-1 coaching covering 100% of the team, achieved 25%+ annual promotion rate with attrition below 8%.
- Launched the “GOAT CX Ambassador” program, building a pipeline of 15+ high-potential talents; recognized by US headquarters and scaled to the US CX organization
- Built a recognition rhythm: weekly/monthly/quarterly shout-outs, nominated awards; keeping morale up among team

Cross-functional Collaboration

- Partnered with BD, Tech, and Process teams to identify and resolve high-frequency customer issues, driving process optimization and improving user experience
- AI Service Optimization

Contributed to AI response by reviewing and annotating 5,000+ email samples across diverse scenarios; improving AI response accuracy

Awards & Recognition

- Awarded the highest performance rating (“Exceeds Expectations”) in both 2022 and 2024

Shanghai Dongtian Travel Agency Co., Ltd. Hotel sales manager

[2019.6 - 2019.9](#)

- Handled customer inquiries related to travel services, including order-related questions and booking follow-ups
- Promoted company products and services, developed new customers, expanded sales channels, and achieved team sales targets
- Maintained customer relationships through regular communication, proactively identifying customer needs and monitoring account status

Mislife.com Hotel Reservation Reservation Lead

[2017.8 - 2019.4](#)

- Independently managed daily reservation, handling bookings and inquiries via phone, email, and online channels with accuracy and efficiency
- Processed 10–50 reservation requests daily, maintaining customer satisfaction above 90% and effectively reducing complaint rates
- Collected and analyzed customer feedback, contributing to system and process improvements; reduced monthly complaint rates and maintained them within 5–10%

Booking.com CX Team English CX

2015.10 - 2017.8

- Managed 12–15 emails and 3–8 calls per hour, maintaining customer satisfaction above 90% and consistently exceeding QA targets (90%+)
- Ranked among top performers in a 10–13 member team, earning multiple quarterly performance awards
- Collected feedback and contributed to optimizing processes and internal knowledge base, improving team response efficiency

Lebei Network CX Team English CX

2014.7 - 2015.8

- Provide pre-sales orders inquiries for international clients via LiveChat, ensuring quick response to customer needs and supporting improvements in overall customer service efficiency and satisfaction.
- Handle 30–50 messages per hour on average; Consistently exceed team targets in customer satisfaction and quality assurance, achieving an average CSAT of 80%+ and QA scores of 92+.

个人技能

TEM-8

Proficient in Microsoft Office (Excel, PowerPoint, Word), Google Sheets, and Matrix tools

教育经历

Suzhou University of Science and Technology · English Bachelor's Degree

2010.9 - 2014.7