

CV



CURRICULUM VITAE

*Multi-Sector Operations Leader | Change Management Specialist |
High-Pressure Performer*

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PERSONAL INFORMATION

-  **Address:** Long Phuoc Commune, Dong Nai Province
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CAREER GOALS

A versatile specialist with a dual background in **English Language and Business Administration**, combined with a certificate in **Educational Management**, aiming for the following positions:

- Strategic Diplomacy, International Cooperation Negotiations (MOU/MOA/SPA)

- Operations management/digital transformation in education, arts, tourism and technology
- Develop AI-integrated EdTech products, optimize processes according to the Lean/Agile model

"Connecting international communication with technology implementation capabilities, focusing on strategic cooperation, optimizing processes and learner-oriented outcomes."

WORK EXPERIENCE

CEO & Co-Founder | IVS JSC

04/2024 – Present

- Comprehensive management of the growth strategy, financial model, and human resource organization for the IVS education system
- Negotiating, recruiting and managing international teachers, ensuring professional standards
- Design and implement an in-house SaaS platform: digitize operations, reduce manual processes by 80%
- Orientation for developing AI-integrated EdTech products: management, testing, personalized learning

Digital & Remote Operations Management | Kha Dock & Homes Construction LLC

10/2023 – Present

- Building an ecosystem of khadock.com and khahome.com websites: accessing services, quotations, booking consultations
- Manage your brand presence on Google Business, LinkedIn, and cross-border platforms in Florida
- Optimize technical SEO and content, increase quality traffic and conversion rates from digital channels

Head of Market Development | AMG International Education JSC

06/2023 – 04/2024

- Successfully established and signed cooperation agreements with **nearly 50 schools** in Dong Nai in 10 months
- IELTS Station **project leader**: market survey → model design → CSVC construction → operation

- Coordinate a multi-departmental team, ensuring progress, service quality and cost effectiveness
- Organize a community event with a scale of **1,500 people**, improve brand coverage

Business Development & Events Manager | Song Trang Restaurant

11/2021 – 04/2023

- Building a network of **200+ travel** partners, creating a stable source of visitors
- Reaching the milestone of **15,000 guests served** in 3 peak months thanks to the optimization of the booking process
- Visual design, large event decoration; Develop service packages according to customer segments

Co-Founder | TUK TUK: Tea - Pizza & Beer

2019 – 2021

- Co-founded and operated a chain of **04 F&B branches** in Ho Chi Minh City. Ho Chi Minh City and Dong Nai
- Redesign the supply process, control inventory, standardize the service process
- Lean cost management, increasing the efficiency of using personnel and resources

Rewards Manager & Flight Crew | The Grand Ho Tram & VietJet Air

2017 – 2019

- Serving high-end segment customers with a loyalty-oriented and personalized experience
- Handling emergency situations, coordinating flight crews, complying with international aviation safety procedures
- Develop cross-cultural communication skills, react quickly, work under high pressure

EDUCATION & CERTIFICATIONS

Qualifications	Training Facilities	Time
Bachelor of English Language	Vietnam Aviation Academy	2012–2016
Bachelor of Business Administration	Vietnam Aviation Academy	2013–2017

Education Management	Ho Chi Minh City School of Management Officers HCMC	2024
HK Trading TCDV	Vietnam Aviation Academy	2013–2015

◆ **Professional Certifications:**

- **LinkedIn Learning:** Digital productivity, technology operations, professional communication
- **Alibaba Cloud:** Cloud-native, service infrastructure, cloud computing architecture
- **Microsoft Learn:** Azure, digital identity, security, workflow automation with AI

 **PROFESSIONAL CAPACITY**

✓ **Diplomacy & Foreign Relations**

- Specialized English; Knowledge of diplomatic reception, drafting administrative/external documents
- Experience in establishing a network with multinational international experts in Vietnam
- Understanding the Tourism – Restaurant – Hotel market; Education | Links
- Master corporate law, tax, social insurance; proficient in public administrative procedures

✓ **Project Management & Leadership**

- Bidding Management, Fit-out Construction, Facilities Management
- Organizing international events, educational workshops, gameshow (stage, contestants, audience)
- Supervision of network infrastructure and technological equipment for project implementation

✓ **Digital Transformation & Technology**

- ◆ **Software Development:** • Full-stack: React.js, TypeScript • LMS/EdTech Design with Adaptive Learning • Multi-platform, UX-focused Web App/Mobile App
- ◆ **Cloud & Security:** • Firebase (NoSQL, Serverless), Google Cloud Platform • Microsoft Entra Verified ID – định danh số phi tập trung
- ◆ **AI & Automation:** • Generative AI (LLM) integration into chatbots, automated response systems • Digitization of operational processes (BPA/Workflow Automation)







✓ **Informatics & Systems (software & hardware)**

- Windows system administration: installation, configuration, maintenance, user support
- Computer hardware and network knowledge: troubleshooting, stable operation setup







Institutional Platforms (IVS Ecosystem) | Management of Foreign Language Centers

Platform	Main Functions
CenterCare	Comprehensive management: students, class schedules, tuition fees, real-time reports
IVS Examia	Create questions, assign assignments to students, mark papers, and report.
ELearners	English Curriculum from Kindergarten to High School+ (K-12+)
Testing Placement	Input testing: level classification, instant results, report export

OUTSTANDING ACHIEVEMENTS

 50+ schools connected and cooperated  1,500+ guests attended large-scale  events
 200+ travel partners connected  10+ intensive courses Cloud, Security, AI completed
 4 SaaS platforms operating stably for the education  ecosystem 04 F&B branches have been successfully operated

AREAS OF EXPERTISE

 Aviation •  Tourism •  Hospitality •  Education •  Technology •  Arts

"External connection, operation and deployment of technology; multi-disciplinary platform from aviation, tourism, restaurant and hospitality to education. Stay up-to-date, learn and expand your thinking."

THANK YOU FOR YOUR TIME