Dung Nguyen Duc

Hospitality Manager / Customer Service / Business Consultant / Business Analyst



Dob

17/09/1991

Gender

Male

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Emai

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Portfolio

https://github.com/chrisnguyen09 ?tab=repositories

OBJECTIVE

Highly motivated professional with a strong background in hospitality and business management, seeking to leverage AI and data analytics to optimize operations,

WORK EXPERIENCE

FTrip Vietnam / The East Tonkin

Dec-2024 - now

Business Consultant

Increased tour sales revenue by 20% through B2B collaborations and customer engagement.

Managed customer inquiries and optimized booking processes, enhancing satisfaction and retention.

Curated and managed fanpage content, boosting digital engagement and conversions.

Launched new cooking class experiences, reducing operational costs by 50%.

Recruited and trained staff, improving service quality at partner locations.

Pinpoint Traveler Inc

Jul-2024 - Feb-2025

Administrator Manager

Led the development and optimization of Google Ads campaigns, increasing customer acquisition by 15%. Managed booking systems across Bokun, Hubspot, Tripadvisor, Google Calendar and Airbnb etc, ensuring efficient reservation processes and improving customer satisfaction.

Translated the Pinpoint Traveler website into Vietnamese to enhance market integration with Japan.

LE BRUDER JSC

Apr-2024 - Dec-2024

Sales & Marketing Manager

Spearheaded e-commerce development, launching three successful websites, increasing online revenue by 20%.

Organized seminars with international clients, improving cross-cultural communication and expanding market presence.

Blue Butterfly Restaurant & Cooking Class

2022 - 2024

Manager

Led high-end customer service operations, improving customer satisfaction scores by 25%.

Organized cooking classes for international clients, showcasing Vietnamese cuisine and increasing brand visibility.

Ngon 24h

Mar-2011 - Dec-2021

Manager & Owner

Developed and executed sales and marketing strategies, including online food sales and advertising programs to attract customers and increase revenue. Created and updated new dishes to meet market demand and customer preferences.

enhance customer experiences, and drive growth in the hospitality, travel, or tech/e-commerce industry. Eager to apply skills in business analysis, digital marketing, and process improvement, including proficiency in Al tools, data visualization, and cloud computing, to innovate HR practices and operational efficiency.

English

Japanese

French

Project Management & Process Optimization

Digital Marketing (Google Ads, Google Analytics)

SQL, PowerBI, Python

Team Leadership & Cross-Cultural Communication

Customer Service

Gym
 Martial art
 Running
 Music
 Learning languages

Managed restaurant operations, including staff recruitment, training, and service quality, ensuring excellent customer experience.

Built and maintained catering contracts, ensuring meal quality and quantity for Vietnam-Cuba hospitals.

Provided customer service and care, handling feedback to maintain customer loyalty and satisfaction.

Oversaw all business processes, driving sustainable growth through strategic leadership.

EDUCATION

Dai Nam University

2009 - 2015

2018 - 2020

Corporate Finance & Banking

CitySmart Hotel Management International Institute

Culinary Art and Hotel Management

Aptech Aprotrain 2023 - 2024

Information Systems Management

SMARTDATA 2024 - 2025

Advanced SQL, PowerBI, Python

NINJA BA Academy 2024 - 2025

Business Analyst Entry Level

Coursera 2025 - 2025

Google Data Analytics

Gain an immersive understanding of the practices and processes used by a junior or associate data analyst in their day-to-day job

Learn key analytical skills (data cleaning, analysis, & visualization) and tools (spreadsheets, SQL, R programming, Tableau)

Understand how to clean and organize data for analysis, and complete analysis and calculations using spreadsheets, SQL and R programming Learn how to visualize and present data findings in dashboards, presentations and commonly used visualization platforms

PROGRAMMING CLUB

Aptech Programming Club

2024 - Now

Leader

Creating website, landing page, banner, application Consulting for customers about the business strategies.

Project : SmartTravel - Code Warriors team - TECHWIZ - Programming Global Contest.	2024
Project: www.baumarkt.vn - E-Commerce Platform for Furniture and Facilities Led the development of an e-commerce website using WordPress	
for Baumarkt, specializing in furniture and home facilities. Designed and implemented user-friendly features to enhance customer shopping experience, optimizing both functionality and aesthetics.	2024
Collaborated with cross-functional teams to ensure seamless integration of payment gateways, product catalogs, and inventory management systems.	
Utilized WordPress to build responsive layouts, improve site navigation, and increase site speed, boosting customer engagement and conversion rates.	
CERTIFICATIONS	
Business Analytics: Marketing Data by Madecraft and John David Ariansen	2025
Critical Thinking and Problem Solving by Madecraft and Eric Zackrison	2025
Microsoft Certified: Azure Fundamentals - AZ900	2025
Canva Master Course by Ronny Hermosa - Canva Fundamentals Brand Building - Content Creation Mastery - Website Design	2025
Business Analysis: Essential Tools and Techniques by Jamie Champagne	2025
Business Analysis Foundations by Greta Blash	2025
What Is Business Analysis by Laura Paton	2025
Customer Service: Problem-Solving and Troubleshooting by Noah Fleming	2025
Digital Marketing and the Overall Process for Beginners	2025
Basic SQL queries and applications Certification	2025
Certificate in Proficiency in Information Systems Management	2024
Culinary Certification - CHM Hotel Management International Institute	2020
Finance and Banking - Dai Nam University	2015
ADDITIONAL INFORMATION	

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Professional Development: Actively participating in online courses and workshops to enhance knowledge in business analysis and data

management.

Leadership: Led the Programming Club at Aptech, mentoring a team of 5, and managing projects like the SmartTravel in the TECHWIZ programming contest.

International Exposure: Experience in working with multinational teams, gaining insight into cross-cultural communication and international business strategies.

Volunteer Work/Community Involvement: Regularly involved in helping local businesses with digital marketing strategies, improving their online presence. Actively pursuing continuous learning in AI applications (including prompt engineering and utilization of ChatGPT), data analytics (with Power BI and Google Data Analytics), and cloud computing (Microsoft Azure) to enhance business solutions.

Technical Proficiency: Proficient in using ChatGPT for communication and content generation, Leonardo AI for visual asset creation, Canva for design, Power BI for data visualization, and possess a foundational understanding of Microsoft Azure cloud services.