



## CONTACT ME

☎ +84-907-747-095

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📍 129A Dang Van Ngu  
Street, Ward 14, Phu  
Nhuan District, HCMC

## EDUCATION

### Saigon Tourism Vocational College

Hospitality Management

2013 - 2016

### International University

Vietnam National University - Ho  
Chi Minh City

2011 - 2013

### Highschool For The Gifted

Vietnam National University - Ho  
Chi Minh City

2008 - 2011

## SKILLS

- Office Furniture Project Manager, F&B Project Manager
- Customer Supporting, Customer Care, Handling Complaints
- Planning, implementing, organizing and arranging logistics activities
- Analyze data, report and evaluate, proposing process improvement.
- Instruction, training, coaching, recruiting, assessing skills and professionalism

# Cuong Huynh Quang

Trainer - Assessor

## WORK EXPERIENCE

### Senior Sales Executive

2021 - Present

#### Northern Dragon Co., Ltd | HCMC

- Sales Executive
- Project Manager
- Training and Coaching for newbie
- Customer Service
- Planning and Strategic Management

### Technical Supervisor & Train the Trainer

2015 - 2021

#### SANT VIET NAM | HCMC

- Planning, Proposing Strategic Directions, and Adjusting Company Operations for Projects as follows:

+ 2016 - 2019: *Vingroup Projects (including Vinpearl, Vincom Retail, Vinpearl Safari, Vinpearl Golf, Vinmart, and Vinsmart)*

- Led and trained internal appraisers across various business units.
- Developed internal **standard operating procedures** (SOP) for positions lacking an established system of standards.
- Created a comprehensive set of **evaluation criteria** for different employee levels—team leaders, supervisors, and managers—tailored to specific roles.
- Organized nationwide **skills assessment** examinations for employees within the Vingroup ecosystem.
- Consolidated results, **analyzed data**, and proposed additional training needs to ensure system-wide standardization within Vingroup.

+ 2016 - 2023: *Ton Duc Thang University Project*

- Prepare **lesson plans** and **lectures** for Restaurant Operations, Housekeeping Operations, and Reception Operations for the Hotel and Restaurant Majors, Faculty of Business Administration.
- **Conduct training** on Restaurant Operations, Housekeeping Operations, and Reception Operations for students.
- **Deploy instructions** for students to perform operations by simulating situations, constructing scenarios, and providing support tools.
- Take students on **field trips** to gain professional skills through experiential programs such as working as actual restaurant staff, housekeeping staff, or bartenders at large hotels in Ho Chi Minh City.
- Conduct reviews for students with **exams** based on Vietnamese tourism professional standards.
- **Organize** a skills assessment exam for students according to Vietnamese tourism professional standards.
- Organize **evaluations and retraining** for students who do not meet the requirements.





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## WORK EXPERIENCE

- **Assistant to the CEO, responsible for organizing work, planning, taking minutes, and reporting**
  - + **Manage** the CEO's meeting schedules, travel itineraries, transportation arrangements (train, car, plane), and overall timetable.
  - + **Attend** meetings alongside the CEO, provide advice, synthesize meeting information, and prepare necessary documents for meetings with partners.
  - + Coordinate logistics and **event planning**, and oversee the organization of company events.
- **System Expert and Primary Contact for Experts, Trainers, Partners, and Customers, responsible for Customer Care:**
  - + Maintain communication with system experts and coordinate work schedules for experts, trainers, and partners.
  - + Serve as the liaison for customer relations, scheduling meetings between the CEO and customers.
  - + Organize health check-up visits, coordinate gift-giving, and plan intimate gatherings between the company and customers for key events and special occasions.

### Receptionist

2014 - 2015

### Guest House of People's Committee of Ho Chi Minh City | HCMC

- **Accommodation Services, Product Introduction, Additional Services, Check-in and Check-out Procedures:**
  - + Provide assistance with F&B and room service duties as needed.
  - + Handle guest complaints through phone, email, and in-person interactions.
  - + Respond to guest inquiries and requests via phone and email.

## REFERENCES

### Do Nguyen Tien

SANT VN / Deputy CEO

Phone: [Redacted]

Email : [Redacted]

### Long Nguyen Thanh

Northern Dragon Co., Ltd/ CEO

Phone: [Redacted]

Email : [Redacted]