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Professionally versed in customer service, English coaching, event management, learning assistance, and operation management. A conscientious individual with a proven track record of excellence in collaborative team environments, adept at utilising effective communication and problem-solving skills. Currently seeking a position within educational settings that provides opportunities to facilitate individuals' educational journeys, with a keen aspiration to further my professional growth as an educator.

PROFESSIONAL EXPERIENCE

LEEDS BECKETT UNIVERSITY

LEEDS, UK

Global Ambassador

12/2022 - 09/2023

- **PR & Promotion:** **promoted the University** through strategic engagement campaigns on social media platforms such as Facebook, Instagram, and YouTube channels.
- **Event Management:** facilitated Welcome weeks with campus tours, meet and greet services, and collaborated with Ambassadors on international student check-ins and IT support. Contributed to planning vibrant events with the Global Village (Global Community).

EFFICIENT LANGUAGE COACHING, GLOBAL NETWORK

Globally

A network of over 1000 language coaches in 74+ countries worldwide.

Language Coach

04/2020 - 09/2022

- **Achieved 85% first-month retention** through strategic coaching. Secured 90% commitment in the initial session of a personalised program, fostering language connections and student ownership of learning.
- Enhanced students' technological learning proficiency and flexibility by introducing digital tools such as **Google Classroom and Zoom**.
- Guided learners in establishing clear objectives through **SMART goals**, offering **ongoing feedback** and reviewing progress during sessions.
- **Fostered independent learning** to enhance knowledge retention, recognizing and reinforcing students' internal motivation for commitment through ongoing sessions.

WALL STREET ENGLISH

Vietnam

A global English language learning institution that provides personalised language training programs.

Head of Coach

03/2016 - 04/2020

- **Student Relationship:** Achieved over 80% monthly retention by delivering effective study support through phone follow-ups, academic advising sessions, and practical speaking exercises.
- **Syllabus contribution:** **Collaborated** with a team of coaches to organise a diversity of classes to encourage students' consistent participation.
- **Teaching Support:** **Implemented small-sized beginner classes** to facilitate seamless adaptation to a 100% English-speaking environment.
- **Event Management:** Generated 1,000 prospect leads in a 3-month period through successful event execution.
- **Cross-functional Collaboration:** worked closely with service, marketing, and sales teams to ensure quality events for both attracting prospects and adding value for current students.
- **Team Management:** Elevated coaches from junior to senior positions through delegation, coaching, and quarterly performance reviews.
- **Business Development:** Identified and implemented business process improvements, proposing solutions for current issues.

- Demonstrated **strong leadership and mentorship skills** in identifying high-potential junior coaches and providing them with targeted guidance and support to facilitate their professional development, successfully promoting 2 staff members to the Head of Coach position.
- **Managed a team** of 13 coaches in a high-pressure, fast-paced environment, resulting in being awarded Personal Coach of the Month and Inclusion Award in 2017

EDUCATION

LEEDS BECKETT UNIVERSITY

LEEDS, UK

Master of Arts in Education

2022 - 2023

Relevant modules: Research Method, Coaching and Mentoring, Contemporary Issues in Education.

Dissertation: Exploring Current Challenges in Language Learning in Vietnam and Proposed Solutions: A Literature Review (Distinction).

SAIGON TECHNOLOGY UNIVERSITY

Vietnam

Bachelor's degree in Computer Science

2007 - 2011

Outstanding Coursework: Database, Database Administration, Management Information systems.

VOLUNTEER ACTIVITIES

COURSE REPRESENTATIVE

03/2023 - 09/2023

- **Course Improvement:** Worked with the Director and The Student Union to identify areas for improvement within the course and propose constructive suggestions for enhancement. Resulted in a letter of action outlining 16 improvements.
- **Representation:** Represented the views and concerns of the student body in discussions about curriculum, assessments, and other relevant aspects of the course.
- **Collaboration:** Collaborated with the Student Union to deliver constructive feedback to the university's School of Education and played a pivotal role in **designing courses** for future cohorts.

PROFESSIONAL SPEAKER, SPE VIETNAM

09/2018

- Presented a conference focused on effective English language study strategies

VOLUNTEER HOUSE VIETNAM

2015 - 2016

- Provided free English classes for underprivileged children, offering them valuable educational opportunities.

CORE SKILLS

- IT skills: Python, React, Microsoft Office (Excel, Word, PowerPoint), Canva, Google Sheets/Site/Classroom, Zoom.
- Interpersonal skills: critical thinking, communication, presentation, cultural awareness, problem solving.
- Professional skills: project management, customer service, event management, scheduling, coaching, teaching.
- Certifications: Safeguarding in Education, Prevent Awareness.