

DUY LE

duy.lekhac12@gmail.com • (+44) 77-590-51165 • <https://www.linkedin.com/in/duykhac/>

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.

EDUCATION

LEEDS BECKETT UNIVERSITY

UK

Master of Arts in Education (Merit)

17/ 09/2022 - 03/11/2023

Top 10 students in the cohort of that academic year.

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 (Merit)

2007 - 2011

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

PROFESSIONAL EXPERIENCE

LEEDS BECKETT UNIVERSITY

UK

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.
- **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.

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.

Neurolanguage 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.
- **Achievements:**
 - ❖ Promoted annually from junior to senior academic coaching in 2018.
 - ❖ Awarded Personal Coach of the Month and Inclusion Award in 2017.

VOLUNTEER ACTIVITIES

PROFESSIONAL SPEAKER, SPE VIETNAM

09/2018

- Presented a conference focused on effective English language study strategies

VOLUNTEER HOUSE

2015 - 2016

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

CORE SKILLS

- Design tools: Adobe, Canva, Capcut
- Office: Excel, Word, Google Sheets, PowerPoint
- Video presentation: Loom, Zoom, Teams
- Internal CRM system