

# DON LE

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An innovative professional with a background in education and leadership, now transitioning into website development. With a Bachelor of Computer Science, a Master's in Education and extensive experience in coaching and management, I bring a unique blend of skills to the tech world. My strong suits in communication, problem-solving, and adaptability, honed through years of leading teams and managing projects, complement my technical foundation in computer science. I'm excited to leverage this diverse experience to create user-centric, efficient web solutions. Let's connect and explore how my unique perspective can contribute to your next digital project.

## PROFESSIONAL EXPERIENCE

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### 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.

## ITVINA

Vietnam

### Website Developer

2012 - 2013

- Developed custom web applications using **PHP, JavaScript, HTML, CSS, and MySQL**.
- Utilized latest **database** technologies to streamline project data organization.
- Conducted thorough client meetings to assess business needs and propose **tailored solutions**.

## EDUCATION

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### 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

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### 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

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- IT skills: Python, React, Microsoft Office (Excel, Word, PowerPoint), 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.