

# Hien Bach

Marketing leader who connects data, strategy and people to drive growth

LinkedIn: [linkedin/hien-bach-digital/](https://linkedin/hien-bach-digital/) | Portfolio: [hienbachdigital.github.io/](https://hienbachdigital.github.io/)

---

## Professional Summary

Highly accomplished, commercially-driven Digital and Growth Strategist with 14+ years of experience in education and EdTech sectors, specialising in international student placement and professional services marketing. Proven expertise in leading demand generation and brand activity across owned, earned and paid channels, driving significant client and customer engagement for global organisations.

Skilled at translating business objectives into actionable marketing plans that deliver measurable business impact and ROI. Seeking to leverage a hands-on approach and deep understanding of digital performance marketing, marketing analytics, and stakeholder management to deliver impactful marketing strategies that drive business success.

## Skills and Expertise

Category	Skills
Performance & Acquisition	Demand Generation, Digital Performance, Lead Generation, Conversion Optimisation, ROI Optimisation, Cost-per-Acquisition (CPA), SEO, PPC, Paid Media, Social, Marketing Automation.
Brand & Engagement	Brand Storytelling, Client and Customer Engagement, Content Strategy, PR, Thought Leadership, CRM, Nurturing, Local Brand Activation.
Leadership & Collaboration	Multi-disciplinary Team Leadership, Coaching & Development, Stakeholder Management, Cross-functional Collaboration (Sales, Operations, Data), Agency and Vendor Management, Budget Management.
Analytics & Reporting	Marketing Analytics, Campaign Optimisation, Performance Reporting, GA4, Looker Studio, Tableau, Forecasting, CRO.
Domain Knowledge	Recruitment Marketing, Higher Education, International Markets (MENA, Asia, Latin America), Multi-channel Environment.

## Experience

### IDP Connect UK & Ireland (London, UK) | 2020 – 2025

*Global leader in international student placement, operating in 50+ countries and partnering with over 800 leading universities worldwide.*

**Marketing Director (2024 – 2025)**

**Regional Digital Marketing Director (2021 – 2024)**

**Head of Digital Marketing (2020 – 2021)**

- Led global demand generation across MENA, Asia, and Latin America, driving **30M+ annual visitors** across 10 websites in 9 languages.
- Achieved **61% growth** in student placements **in the MENA region** and **17% growth in Southeast Asia** by implementing data-driven digital marketing strategies across owned, earned and paid channels during the market downturn.
- Managed a **significant budget**, optimising ROI and contributing to **£50M+ in digital marketing revenue** from partner universities.
- Enhanced marketing productivity by 50% by developing and deploying AI agents for automated planning and content production.
- **Architected a unified analytics system** that enabled real-time, data-driven decision-making and laid the groundwork for the company's first data warehouse.
- Led and mentored a high-performing, multi-disciplinary digital team (20 people), fostering a centre of excellence that was recognised with both the **Leadership Impact Award** and the **Emerging Leader Award**.

## **Hotcourses Group (London, UK) | 2011 – 2020**

*An Edtech company with the world's largest course database, acquired by IDP to accelerate its digital marketing and student placement capabilities.*

**Portfolio Marketing Manager (2016 – 2020)**

**Regional Marketing Manager – Asia Pacific & MENA (2013 – 2016)**

- Directed **integrated marketing campaigns** across 10+ international markets, leveraging SEO, PPC, social media, automation, PR and partnerships to drive consistent year-over-year growth in traffic and conversions.
- **Improved operational efficiency by 40%** by pioneering the adoption of digital automation, significantly reducing manual reporting.
- Led and mentored Regional Marketing Managers to ensure the successful local adaptation of global strategies.
- Forged strategic partnerships with universities to align campaign objectives with conversion goals, effectively managing competing priorities to maximise results.

**Senior Digital Marketing Executive (2012 – 2013)**

**Online Marketing Executive (2011 – 2012)**

- Delivered consistent double-digit growth in both website traffic and lead generation across all assigned regions and countries.
- Executed multi-channel campaigns across SEO, PPC, and social media, establishing the foundation for regional market entry and growth.

## **Education**

- MA, Marketing & Communications, 2:1 | University of Westminster, London, UK | | 2010

- BA, Business and Administration, Valedictorian | Posts and Telecommunications Institute of Technology, Vietnam | 2008

## Tools

MS Suite, Co-pilot, Asana, Jira, Confluence, Miro | GA4, Looker Studio, Tableau | Ahrefs, Google Search Console | Google Ads, Meta Business Manager

## Awards

### By IDP Connect, UK & Ireland

- Leadership impact, 2024
- Inspirational Innovation and Transformation, 2024
- Maher El Bakry Emerging Leaders, 2022
- Outstanding achievement, 2021

### By Hotcourses Group

- Innovative Employee of the Year, 2015
- Employee of the Month, 2012

## Certificates

- Coaching Skills for Leaders and Managers, 2025
- GA4 Advanced Analysis, 2024
- Google Ads Search: AI-Powered Performance, 2024
- Design Thinking Fundamentals, 2024
- Ecommerce SEO, 2024
- Create a Brand Strategy, 2023
- Segmentation and Persona Research, 2023
- Leadership in a Technology Driven World, 2022
- Unconscious Bias, 2022
- Foundation Content Design, 2022

## Languages

- English (Proficient)
- Vietnamese (Native)