

SUMMARY

A global-minded professional with 10+ years in export compliance, public speaking, and cross-cultural advisory. I help businesses navigate regulatory landscapes to reach global markets. Proven ability to handle high pressure and multi-tasks while consistently expanding customer base by 9 times, from 100 clients to 900, and market expansion from Vietnam to Thailand, Laos, and Cambodia over the past decade.

My website: <https://thalianguyen.ca/>

EDUCATION

Project Management Post Graduate Certificate – Saskatchewan Polytechnic	2025
Supply Chain Management Post Graduate Certificate – Saskatchewan Polytechnic	2024
Master of Business Administration - University of Gloucestershire	2010 - 2013
Bachelor's Degree in Chinese Linguistics and Literature - University of Social Sciences and Humanities	2001 – 2005

WORK EXPERIENCE

Saskatoon Open Door Casual Interpreter	Jan 2025 – Current
Regina Open Door Volunteer Interpreter	Jan 2024 - Dec 2024
Responsibility: Provide services to newcomers with limited English proficiency	

Registrar Corp Vietnam Regional Manager – Senior Regulatory Advisor	Apr 2011 – Nov 2023
Registrar Corp Vietnam Regulatory Advisor- Chief Representative Officer	Mar 2009 - Mar 2011

Registrar Corp is a US-based company established in 2003 with the objective of assisting businesses in fulfilling the regulations of the U.S. Food and Drug Administration (FDA) for exporting products in several industries, including Food and Beverage, Supplements, Medical Devices, Drugs, Cosmetics, and more. With 20 global offices, Registrar Corp has successfully served over 30,000 clients in 160 countries by offering comprehensive assistance in FDA compliance.

Website: <https://www.registrarcorp.com/offices/vietnam/>

Responsibility

Take charge of clients in Vietnam market since 2009, then expand to Thailand since 2017, and then to Laos and Cambodia since 2018.

- Company administration: Ensure legal compliance regarding the business operation, human resources management, and legislative matters for Registrar Corp.
 - Customer retention: Implementing headquarter's customer promotion programs by informing existing and potential customers in the responsible market, following up with documents and payment for successful registration.
- New customer base development: Corporate branding, leads generation through networking, events, and trade shows.
 - Participated as an exhibitor in 8 Viet Fish Trade Shows– the biggest seafood trade show holding for seafood products with the participation of top international and domestic businesses.
 - Attended 30 trade shows (3 trade shows per year) in Food & Beverage, Pharmaceutical, and Cosmetics industry
 - Organized Seminars about FDA regulations and converted the attendees into key clients for business.
- FDA compliance assessment & review for clients' exporting regulatory documents, processes by:
 - Requesting, receiving and evaluating regulatory documents from clients: company profiles, product labels, lab reports, and values of the manufacturing process.
 - Providing advice and adjustment for clients based on knowledge, experience, and expertise in FDA regulations.
 - Connecting clients with Regulatory experts in headquarters for more advanced processes and regulations: acting as an intermediate who clarifies and updates to collect the most precise feedback from clients and clear advice from the office to generate the final correct FDA registration for the company, resulting in successful export.
 - Following up after registration – resolve the incurred issue until relevant problems solved.
 - Ensuring customer satisfaction to maintain long-term relationships.
- Cooperating with Vietnamese Government Agents to educate businesses who want to export to the USA with updated regulatory advice to help them brand-storm their business strategy.
 - Participated as a Vietnamese interpreter for FDA regulations' seminar for Registrar Corp's presidents in 20 events organized by Registrar Corp, Food and Food Stuff Association (FFA), Vietnam Association of Seafood Exporters and Producers (VASEP), and Viettrade (a department of Ministry of Industry and Trade) in both Vietnam and Thailand with the scale of around 100-200 food & beverages attendees.
 - Participated as a key guest speaker for 4 Investment and Trade Promotion Center (ITPC) workshops (ranging from 50 – 100 attendees) to deliver speeches about FDA regulations for Vietnamese exporters.

- Participated as key guest speaker for 10 Amazon's Global Selling programs to deliver speeches about FDA regulations for Amazon Sellers organized in Vietnam (ranging from 50 – 1000 attendees)

Achievement

- Ranked as top 5 office annually among 20 offices worldwide for 12 consecutive years with high renewal rate (80%) from clients.
- Expanded the market from Vietnam to Thailand, Laos, and Cambodia.
- From 2009 to 2022: Grew Customer base 9 times (from 100 clients to 900) and grew Sales 10 times.
- Awarded as one of the most active representative officers of Ho Chi Minh Food and Foodstuff Association for being the most reachable and reliable consulting company to its members thanks to giving trustable advice for them on how to export to the USA market.
- Awarded as an outstanding office for active cooperation with VASEP in human resource training and development by educating members on how to prepare for FDA's inspection.

China Southern Airlines | Sales assistant

Sep 2005 - Jul 2008

China Southern Airlines Company Limited is an airline headquartered in Baiyun District, Guangzhou, Guangdong Province, and is the largest airline in China.

Responsibility

- First enter as a Ticketing Agent: consulting flight schedule, ticketing, taking care of passengers' schedules before and after flight departure, ensure customers' satisfaction.
- Promoted to Sale Assistant after 1 year:
 - Dealing with headquarter sale department regarding group airfare and group reservation.
 - Working directly with travel agencies regarding scheduling itineraries and fees.

TRAININGS & CERTIFICATES

- 2025 | Adaptive Project Leadership | Project Management Institution and Linked In Learning
- 2025 | Coaching and Developing Employees | Project Management Institution and Linked In Learning
- 2025 | Project Preview Advanced Business Development: Communication and Negotiation | National Registry of CPE Sponsors and Linked In Learning
- 2025 | SCRUM certification | Scrum Study Institution
- 2020-2023 | Quarterly online training by Headquarter's Sales Director about Customer Management
- 2022 | HACCP (Hazard Analysis Critical Control Point) for dried food certificate | Registrar Corp Headquarter in the USA
- 2020 | PCQI (Presentive Control Qualified Individual) certificate | FSPCA (Food Safety Preventive Controls Alliance)
- 2010, 2012 and 2017 | FDA Regulation Training at Registrar Corp Headquarter in Virginia, USA with other representatives of other countries.
- April 2009 | Public Relations | The Institute of Asian Studies
- August 2004 | Marketing Certificate | Foreign Trade Training Languages Colleges
- August 2004 | Human Resource Management Certificate | Foreign Trade Training Languages Colleges
- September 2004 | Economics Certificate | Foreign Trade Training Languages Colleges
- September 2004 | Banking and Financing Certificate | Foreign Trade Training Languages Colleges

CORE SKILLS

Trilingual: English, Vietnamese and Chinese.

Soft Skills:

- High customer service, customer retention, interpersonal communication, emotional intelligence, corporate communication
- Leadership abilities, relationship building, team management.
- Result orientation, problem-solving, time management, organization skill, cross-functional collaboration.
- Industrial knowledge
- Public speaking
- Microsoft Project, Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft Team, Zoom

Adaptability & Flexibility: Proven ability to thrive in diverse and challenging environments.