

TRIET MINH NGUYEN



**EXECUTIVE LEADERSHIP | PRODUCT & DIGITAL |
TRANSFORMATION | STRATEGIC PARTNERSHIPS.**

LOCATION Dong Nai, Vietnam | Ho Chi Minh City

CONTACT 0795 555 789 (Zalo) | 089 692 0547 (Phone)

EMAIL: nmi.triet@gmail.com | info@ivsacademy.edu.vn

PROFILE: minhtriet.online | linkedin.com/in/mtrietng

WEBSITE: ivsacademy.edu.vn | ivstech.store

8+

Years of experience

10+

Digital products / platforms

50+

School partnerships

200+

Business partners

EXECUTIVE PROFILE

Business and product leader with 8+ years of experience spanning business development, operations, education, and technology. Currently serving in executive leadership at IVS JSC, with a focus on product strategy, digital transformation, and alignment across business, operations, and technology. Experienced in translating stakeholder needs into AS-IS/TO-BE processes, workflows, user stories, acceptance criteria, data models, dashboards, MVP scope, and delivery roadmaps, while building school-enterprise partnerships, strategic alliances, and cross-border operating relationships.

EXECUTIVE & STRATEGY

- Operating model & execution
- Cross-functional leadership
- Stakeholder alignment

PRODUCT & BA

- Discovery → MVP → UAT
- AS-IS / TO-BE & workflow
- Roadmap, data & reporting

PARTNERSHIP & DIGITAL

- Strategic partnerships
- Education ecosystem
- AI / SaaS / automation

CORE COMPETENCIES

BUSINESS ANALYSIS & PRODUCT

- Requirements elicitation / analysis
- Product ownership & prioritization
- User story, acceptance criteria & UAT
- Dashboard, data model & reporting

DIGITAL TRANSFORMATION

- CRM / LMS / SaaS / marketplace
- AI / LLM workflow automation
- Process standardization & digital operations
- Cross-border / remote workflows

STRATEGIC PARTNERSHIPS

- Stakeholder & relationship management
- School – enterprise partnerships
- Negotiation; MOU / MOA / SPA coordination
- Business English & external documentation

TECHNICAL WORKING CAPABILITY

- Firebase / Google Cloud / Serverless
- React.js / TypeScript prototyping
- SQL / analytics / reporting
- Identity, systems & networking fundamentals

CURRENT LEADERSHIP POSITIONS

04/2024 – Present

**Chairman & Chief Executive Officer (CEO) | Co-Founder
IVS JSC • Product & Digital Strategy Lead**

10/2023 – Present

**Managing Director | Digital & Remote Operations
Kha Dock & Homes Construction LLC • Florida, USA**

PROFESSIONAL EXPERIENCE

Experience is presented around measurable outcomes, scope of responsibility, and transferable capability across business, operations, and technology.

04/2024 – Present | Chief Executive Officer (CEO) | Co-Founder | Product & Digital Strategy Lead

IVS JSC

- Lead product discovery and business analysis across 10+ SaaS, EdTech, marketplace and trust-platform initiatives.
- Define workflows, user roles, data fields, dashboards, user stories, acceptance criteria, MVP scope and release priorities.
- Coordinate business, content, operations and technical teams from discovery and UAT through training, rollout and handover.
- Build school and strategic partnerships across IVS Academy, IVS TECH and related digital platforms.

10/2023 – Present | Managing Director | Digital & Remote Operations

Kha Dock & Homes Construction LLC — Florida, USA

- Manage remote operations and standardize the customer journey from inquiry and quotation through scheduling and follow-up.
- Coordinate websites, business profiles and cross-border digital channels; maintain process documentation and alignment with U.S. stakeholders.

06/2023 – 04/2024 | **Head of Market Development**

AMG International Education JSC

- Secured nearly 50 school partnerships in Dong Nai within 10 months, managing the pipeline from needs assessment through contracting and implementation.
- Led IELTS Station from market research and operating-model design through setup, launch and cross-functional coordination.
- Built school-enterprise relationships and coordinated education initiatives, events and local market development.

11/2021 – 04/2023 | **Business Development & Events Manager**

Song Trang Restaurant

- Built a 200+ partner network across tourism and F&B, optimized booking workflows and developed segmented service packages.
- Coordinated service for approximately 15,000 guests during a three-month peak period, maintaining service quality and event execution.

2019 – 2021 | **Co-Founder**

TUK TUK: Tea – Pizza & Beer

- Co-founded and operated a four-location F&B chain; standardized supply, inventory, POS workflows, cost controls and service quality.
- Supported business-model development, team operations and customer experience in a rapid-growth environment.

2017 – 2019 | **Rewards Manager & Flight Crew**

The Grand Ho Tram & VietJet Air

- Delivered premium guest service, managed loyalty/rewards relationships and handled operational situations to hospitality and aviation standards.
- Built operational discipline, cross-functional coordination and execution under pressure.

STRATEGIC PARTNERSHIPS & EXTERNAL RELATIONS

Built external-relations capability through education market development, business operations and multi-sector partnerships, emphasizing structured stakeholder management, clear documentation and executable follow-through.

PARTNERSHIP DEVELOPMENT

- Stakeholder mapping & engagement
- School / enterprise relationship building
- Partner pipeline & follow-up
- Cross-functional coordination

EDUCATION ECOSYSTEM

- School partnerships
- Foreign teacher / lecturer network
- Education events & market development
- School – business collaboration

NEGOTIATION & DOCUMENTATION

- Negotiation support
- MOU / MOA / SPA coordination
- Proposal / profile / external documents
- Business English & protocol

CROSS-BORDER OPERATIONS

- Remote stakeholder management
- Digital business profiles
- Documentation & progress control
- Vietnam – USA operating context

DIGITAL TRANSFORMATION & TECHNOLOGY

PRODUCT SYSTEMS

- CRM / LMS / SaaS
- Marketplace platforms
- Adaptive learning workflows

AI & AUTOMATION

- Generative AI / LLM
- BPA / workflow automation
- AI-assisted product workflows

CLOUD & DATA

- Firebase NoSQL / Serverless
- Google Cloud
- SQL / dashboard / reporting

APPLICATION LAYER

- React.js / TypeScript
- Web / mobile application workflows
- Figma / prototyping

IDENTITY & TRUST

- Microsoft Entra Verified ID
- QR verification lifecycle
- Audit trail / public verification UX

IT FOUNDATIONS

- Windows administration
- Hardware & networking
- System / device technical support

SELECTED PRODUCT & PROJECT PORTFOLIO

CenterCare / LearningCare / E-Learners LMS

CRM/LMS and learning operations: role-based access, tuition management, attendance, progress tracking, dashboards, and reporting.

Role / Contribution: Business analysis, workflow/data design, product requirements, UAT, and implementation coordination.

Aivy TeacherMatch

Two-sided marketplace connecting teachers with education centers and schools: job posting, matching logic, and verification flows.

Role / Contribution: Product discovery, user flows, requirements, platform operations, and stakeholder coordination.

Aivy Platform

AI assistant, knowledge workspace, and workflow automation for the IVS ecosystem.

Role / Contribution: Product direction, use-case mapping, workflow automation, and alignment between business needs and technology.

QRVerified by IVS

Trust platform supporting QR lifecycle, activation, scan logs, audit trails, and public verification UX.

Role / Contribution: Business/process design, lifecycle logic, data and audit requirements, and the public verification experience.

ECOSYSTEM / OTHER INITIATIVES

Examia • Testing Placement • iLearners • Aivy English Testing Placement • KinderLink • Aivy Architect • AI Resume Builder • Ledger2gether • Cocoa AI

CAREER HIGHLIGHTS

50+ School partnerships across the ecosystem / nearly 50 signed in 10 months at AMG	200+ Tourism and restaurant partners in the business development network	15,000+ Guests coordinated during a three-month peak period
1,500+ Attendees across education events coordinated / co-organized	4 F&B locations co-founded and operated	10+ Digital products / platforms across SaaS, EdTech, AI, and trust platforms

EDUCATION & FORMAL QUALIFICATIONS

2012 – 2016	Bachelor of Arts in English Language — Vietnam Aviation Academy • Good classification
2013 – 2017	Bachelor of Business Administration — Vietnam Aviation Academy
2024	Certificate in Educational Management — Ho Chi Minh City
2013 – 2015	Intermediate Diploma in Aviation Commercial Services

PROFESSIONAL DEVELOPMENT & TECHNOLOGY LEARNING

Learning / certification tracks: LinkedIn Learning, Alibaba Cloud and Microsoft Learn — focused on Cloud, Security, AI, Identity and Automation. Specific verified certificates/credentials can be included in tailored application versions when available.

LANGUAGES & PROFESSIONAL COMMUNICATION

VIETNAMESE - Native speaker - Professional communication & documentation	ENGLISH - Professional working proficiency - Business communication & documentation
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PROFESSIONAL POSITIONING

TARGET ROLES - Business Analyst / Product BA - Product Owner / Product Operations - Digital Transformation / Operations - Technology-enabled Business Leadership	DIFFERENTIATORS - Strong understanding of real-world business & operations - Effective collaboration with technical teams - Connects stakeholder needs through implementation - Cross-industry & cross-border experience
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PROFESSIONAL LINKS & CONTACT

Professional Profile	minhtriet.online
LinkedIn	linkedin.com/in/mtrietng
IVS Ecosystem	ivstech.store • ivsacademy.edu.vn