

# CONG DO THANH

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## PROFESSIONAL EXPERIENCE

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### HSM - Human Strategy Management Academy

Hanoi, Vietnam

*Learning & Development Manager, Senior Trainer & Learning Designer*

Sep 2018 - Present

- Take charge of L&D vertical, overseeing content development, planning, and execution
- Research clients' demand, then design, and implement more than **100 Instructor-led training (ILT) and Virtual Instructor-led training (VILT) programs** on leadership, management, and soft skills
- Facilitate *Train The Trainer, Virtual Training Master, Presentation & Communication Skills* programs for corporate clients, including Dai-ichi Life, Generali, Gentherm, TC Motor, NCB, FE Credit, Seabank, etc.,
- Online course series sample: [Virtual Training Basic](#), [Using Zoom in virtual training](#), [Using Microsoft Teams in virtual training](#), [Using Cisco Webex in virtual training](#) which, in total, attracted ~50K views from learners with positive feedbacks

### EWAY – Marketing Technology Company

Hanoi, Vietnam

*Learning & Development Specialist, Trainer*

Feb 2016– Aug 2018

- Planned and implemented internal training programs for management team and staff, including soft skill courses for employees such as: *Presentation Skill, Communication Skill, Time Management Skill*
- Built a roadmap for talent development and promote a culture of learning in the company, with 27 training programs including Orientation Training, In-house training, Individual skill training for employees

### FPT TELECOM – Internet Service Company

Hanoi, Vietnam

*Soft Skill Trainer*

Jan 2015– Jan 2016

- Facilitated soft skill training programs for thousands of employees in 36 branches nationwide (*Communication, Professional Working Style, Customer Service, Presentation, Teamwork, Positive thinking, Orientation, Customer Relationship Management*)
- Designed training content, activities, materials and tools of training course based on training needs
- Built and recorded e-learning lectures on the company's online training system

### S-LEARNING – Presentation Skill Training Center

Hanoi, Vietnam

*Co-founder, Trainer & Learning Designer*

Sep 2014– Aug 2019

- Designed & developed directly curriculum & training content of Presentation Skill
- Researched in-depth Conducted fundamental Presentation Skill for students & professionals (>30 courses)

## EDUCATION

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### The Thiagi Group & Flexible Facilitation

*Interactive Training & Teaching Strategies Certificate*

Jun 2022

### ATD – Association of Talent Development

*Virtual Training & Facilitation Certificate*

Sep 2020

*Instructional Design Certificate*

Oct 2021

### Vietnam National University, Hanoi

*Bachelor of Science in Computer Science*

Hanoi, Vietnam

Sep 2009– Aug 2013

## ACTIVITIES

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- 2021 – Present: Co-founder, Vietnam Learning Design Group (>3200 members)
- 2021 – Present: Visiting Lecturer, FPT Academy International & Greenwich Vietnam