Yang (Binh Duong) Nguyen

Travel partnerships and commercial operations

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PROFILE

I help travel businesses grow their partner networks and keep commercial operations running. At VM Travel I was the CEO's link to 20+ international partners and ran the company's GetYourGuide channel. When a manual process starts slowing a team down, I build the tool that fixes it.

Based in Milan and studying for an MA in Tourism and Hospitality Management at IULM. Open to full-time roles and curricular internships in Milan, and to remote roles worldwide.

EXPERIENCE

Executive Assistant to the CEO · VM Travel May 2025 to August 2026 · Hue, Vietnam

- Acted as the CEO's primary liaison with 20+ international partners, travel agencies, and event organizers across trade shows and overseas B2B delegations.
- Ran logistics and stakeholder coordination for 30+ trade exhibitions and executive meetings.
- Co-developed proposals, marketing collateral, and partnership contracts behind a 15% year-on-year increase in corporate partnerships.
- Took day-to-day ownership of the GetYourGuide channel. Six-month window covering ₫2.60B in platform-reported revenue, 2,611 bookings, and a 4.85 average rating.
- Cut partner response time by 30% by streamlining handoffs between sales, operations, and marketing.

Founder and operator · ScholarshipHub 2026 to present · Remote

- Identified a fragmented scholarship workflow and built a bilingual operating system for discovery, preparation, deadlines, documents, and applications.
- Own product strategy, design, engineering, growth, support, infrastructure, analytics, and commercial decisions.
- Reached 837 GA4 active users, 64 registrations, 50 monthly active users, and the first paying customer in the early product stage.

Product strategy and full-stack delivery · Learn with Lisa 2026 · Client delivery

- Turned one teacher's public brand and private teaching workflow into a connected Vietnamese-first platform.
- Delivered discovery, UX/UI, engineering, deployment, owner training, and a sanitized handoff.
- Built the platform around a current $0 monthly operating-cost target using Cloudflare free allowances and unlisted YouTube.

Delegate and working group lead · Japan Model ASEAN Meeting 2026 February 2026 · International

- Led a 4-person working group on a circular economy framework and co-drafted an ASEAN-Japan sustainable trade resolution adopted by consensus across 10 member states.
- Delivered 3 speeches representing official country positions, contributing to a joint declaration adopted by 80+ delegates.

International Tour Guide · VM Travel August 2024 to April 2025 · Central Vietnam

- Guided 200+ private and group excursions across Central Vietnam for international travellers and delegations.
- Held a 4.9 out of 5 average guest rating across 200+ reviews through tailored itineraries and cultural interpretation.
- Coordinated daily service delivery with 20+ restaurants, hotels, transport providers, and internal operations.

English Teacher · The Liberal English Hub October 2024 to August 2026 · Hue, Vietnam

- Taught 50+ university students a year across reading, writing, listening, and speaking, aligned with CEFR standards.
- Designed lesson plans, materials, and formative assessment tracking linked to a 20 to 30% average improvement in student performance.

Ground Service Staff · VietJet Air January 2024 to March 2024 · Hue, Vietnam

- Handled check-in and boarding for 400+ passengers a day across 10+ daily departures under aviation security and safety rules.
- Coordinated baggage and turnaround handoffs between flight and ramp crews to protect on-time departures.

Ticket Counter Intern · Phu Bai International Airport September 2023 to December 2023 · Hue, Vietnam

- Processed 50+ time-sensitive last-minute ticket transactions per shift, reducing gate-side delays.

Trainee Teacher · Naresuan University July 2023 to August 2023 · Thailand

- Ran case-study sessions on SWOT and market analysis for 40+ undergraduate students with weekly individual feedback.

EDUCATION

MA in Tourism and Hospitality Management · Merit Scholarship · IULM University, Milan, Italy September 2026 to present

BA in English Studies in Tourism · Hue University, Hue, Vietnam Completed May 2024

BA in English Language Teaching · Hue University, Hue, Vietnam Completed May 2024

LANGUAGES

Vietnamese · Native

English · IELTS Academic 8.0

Chinese · HSK 3 and intermediate HSKK

Italian · A1, currently studying

AWARDS

Outstanding Achievements in Youth Union Activities · Hue University · 2020

Student with Five Good Merits · Hue University · 2020