

# DUONG LE NGUYEN TUNG

## Senior Operations

Ho Chi Minh city, Viet Nam, Ho Chi Minh, Vietnam

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### PROFILE

With nearly three years in logistics, I've gained strong expertise in business operations, especially export, delivery, and service efficiency — key factors driving customer satisfaction and sales. Experienced in logistics and SAP system design, I've led key initiatives in supply chain optimization, export operations, and business analysis. My leadership in three SAP projects—production planning, warehouse management, and automated reporting—demonstrates my ability to deliver practical, data-driven solutions aligned with manufacturing workflows.

### EDUCATION

❖ **Vietnam National University, HCMC** ..... Jun 2025 — Jan 2027  
*Student - Master of International Business* ..... *Ho Chi Minh*  
School: UEL - University of Economics & Law  
Major: Supply Chain - Logistics Management

❖ **Western Sydney University** ..... Jan 2022 — Dec 2024  
*Master of Business Administration* ..... *Ho Chi Minh*  
Grade: Very Good  
Final score: 5.7/7

❖ **Hoa Sen University** ..... Oct 2017 — Dec 2020  
*Bachelor of Internation Business* ..... *Ho Chi Minh*  
Grade: Very Good  
Final score: 3.3/4

### EMPLOYMENT HISTORY

❖ **Senior Operations, Kaiser Viet Nam Co., LTD** ..... Jan 2024 — Present  
..... *Ho Chi Minh*

**Lead end-to-end import operations** for bulk cargo (~6–7 vessels/month) and DG shipments (FCL/ISO-tank), ensuring regulatory compliance, cost control, and on-time customs clearance.

**Build and scale SCM processes:** partner with the SAP vendor to design, test, and deploy new workflows; run UAT, write SOPs, and deliver clear **process maps**: Lead 3 project for KVN & K-chem (belong to group of Kaiser)

**Own the weekly/monthly reporting cadence:** produce dashboards on sales performance, delivery KPIs/alerts, inbound pipeline, transportation costs, and warehouse cost analytics (50%); translate data into actions.

**Resolve customer claims end-to-end:** coordinate directly with carriers, ports, and 3PL warehouses to perform root-cause analysis and implement CAPA; close out all claim cases to customer satisfaction.

**Plan and control K-Chem Vietnam (Kaiser Group) supply chain:** inventory management, warehouse operations, demand planning (MPS/MRP), production planning, and PO execution.

**Run last-mile delivery execution** for Kaiser Vietnam: issue Goods Issue Notes, Delivery Orders, Delivery Instructions, COAs for ~80–100 orders/day, aligning logistics with production and customer schedules.

❖ **Sales Leader, Tam My Import Export Co., LTD** ..... Jan 2023 — Dec 2023

Led **Key Account Management**, recognized as **Best Seller (2021–2022)** for outstanding revenue growth and client retention.  
**Built/trained/developed and managed a sales team** of nearly 10 members, driving collaboration and consistent performance.  
 Implementing structured coaching plans to enhance skills and productivity.  
**Maintained strong partnerships** with local vendors, optimizing operations and reducing costs through effective coordination.  
**Regularly engaged with clients** to understand KPIs, align service performance, and exceed expectations.  
**Business Analysis**, base on internal to forecast demand, planning the area pitching for each type of customer

❖ **Export Sales Executive, Tam My Import Export Co., LTD** ..... Mar 2021 — Dec 2022

Ho Chi Minh

Focus on essentials requirement and prioritize support to Corporate Customers.  
 Co-ordinate internal teams to identify solutions to corporate customers' complaints.  
 Follow the maturity day and push the customer to make the payment (co-ordinate with the accountant team)  
 Document tasks: Submit SI, Print the B/L, send the LOI, submit LOI, update the vessel schedule,  
 Provide ocean freight as customers' requested

❖ **Operations Intern, ATC Furniture CO., LTD** ..... Dec 2019 — Jul 2020

Ho Chi Minh

Main responsibilities: directly working with customers, contact new potential customers; Supporting domestic projects; Manage Alibaba page of the company.  
 Build the process of Quality control, build the process of Hygienic, build the Marketing strategy.

## SKILLS

❖ **Import-Export management** .....

Three years in export sales with comprehensive knowledge of export processes, providing product advice to customers for international shipments. Nearly two years in import management, specializing in niche chemical markets, with deep understanding of government procedures and customs processes

❖ **Business Analysis** .....

In-depth knowledge of Tableau through Data Science coursework at Western Sydney University, combined with three years of hands-on experience using Advanced Excel and Pivot Tables as the main PIC for report management at Kaiser. Additionally, proficient in Power BI and VBA, with certification from IMIC.

❖ **ERP, SAP system** .....

1 year in project management, handling SAP testing for manufacturing at K-Chem (Kaiser Group). Designed workflows from raw material purchasing to production and delivery, and standardized documentation forms

❖ **Communication** .....

Proven teamwork and leadership skills, with one year as Sales Supervisor at Tamyco and one year as Import Leader at Kaiser, earning recognition as the company's most favored employee

❖ **Sales Management** .....

Three years of sales experience, including over one year as a Supervisor, with strong understanding of customer needs, key factors for successful customer outreach, and delivering high-quality service

## AWARDS

❖ **Winner, Young Talent Logistics by Hoa Sen University** .....

❖ **Highest Score Award, Final Business Project by Hoa Sen University** .....

❖ **High Distinction Award, Western Sydney University** .....

## CERTIFICATES

- ❖ **Ielts 6.0** ..... Dec 2022 — Dec 2024  
*British Council*
- ❖ **Advanced Excel** ..... 2025  
*IMIC*
- ❖ **Power BI** ..... 2026  
*IMIC*
- ❖ **Foreign Trade & Customs** ..... 2019  
*Tan Cang Sai Gon*

## REFERENCES

- ❖ **Ms. Chung Thi Thanh Ngoc - General Manager of Kaiser Viet Nam Co., LTD**  
*0909 389 382 - TN.Chung@kaiserintl.com*
- ❖ **Ms. Nguyen Thi Tam - General Manager of Tamycos Import Export Co., LTD**  
*0909 112 881 - Tiffany@tamycos.com.vn*