



SON LE HOANG

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EDUCATION

2007-2011 | Hanoi Open University

Bachelor's Degree
- Hospitality Administration/Management

LANGUAGE(S)

English

EXPERTISE

Research experience ● ● ● ● ●

Report writing and documentation ● ● ● ●

Data collection and analysis ● ● ● ●

Contract Negotiation ● ● ● ●

Strategic Planning ● ● ● ●

Operations management ● ● ● ●

Time management ● ● ● ● ●

MS Office ● ● ● ●

INTERESTS

Football

Music (Pop Ballad & Acoustic)

Reading

History

PROFESSIONAL PROFILE

Coordinated and prepared documentation detailing production requirements to maintain supply levels. Effective cross-functional collaborator at understanding requirements and devising successful solutions. Resilient and adaptable in dynamic environments.

PROFESSIONAL EXPERIENCE

PRODUCTION SENIOR EXECUTIVE

Easia Travel / Nov 2017 – April 2020

- Research & develop new products following the guidelines and policies of ChildSafe, Travelife, Sustainable tourism and the direction of the company
- **Write, edit, and proofread content for new and current products.**
- Support the Product Manager in providing internal training about current and new products, make sure everyone can understand not only the activities but also the meaning behind them to the society
- Support the Sales Department for their requests and some product-related issues. Discuss with them the solutions to avoid some sensitive situations with children or local communities
- Coordinate with Operation Department to operate and verify itineraries, activities... to be sure that everything is the same as the planned programs
- Organize the reporting for the Production Manager.

SALES EXECUTIVE

Mytour Vietnam / Jan 2015 – Feb 2017

- Manage hotel partner network of more than three hundred hotels.
- Handle issues and complaints from clients and hotel partners
- **Develop and implement Sales and Marketing plans, including sales strategy, sales forecast, budget estimation, and marketing campaign.**
- Responsible for Leisure Tour system on Mytour.vn website
- In charge of Mytour's MICE services
- Coordinate with other departments: Customer Services, Marketing, Products, Accounting...
- Maintain a smooth service.

TOUR GUIDE

Freelance / Mar 2012 – Jul 2014

- Freelance English speaking tour guide for different inbound Travel Agents: Indochina Voyages, South Pacific Travel, Travel Sense Asia...
- Cover mostly the northern areas of Vietnam.
- Build personal relationships with guests to promote positive experiences.
- **Research and study topics that pertained to tour locations and add extra meaningful information to scripts.**
- Provide information through narratives on various sites throughout visiting areas, relaying little-known stories to provide interest.
- Develop tour programming to enhance guest experiences.