

Duong Bich Huyen

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Fluent in Vietnamese, English, and Japanese, with excellent analytical and problem-solving skills. Experienced in a multi-cultural environment and fully utilising bilingual skills to accomplish assigned tasks, acquired practical skills in hospitality and services while being studious and passionate about human rights and social equity. Have an inquiring mind eager to expand knowledge and learn new skills to achieve the highest result at work. A sociable and passionate team player, comfortable with high-pressure situations and responding to leadership opportunities with determination to pursue and achieve the career goal to be a change-maker in the vital field of human rights.

ACADEMIC ACHIEVEMENT

2016 – 2020

Tokyo International University

Bachelor of Art in International Relations

- Major: International Relations
- Focus: Human Rights, Transitional Justice, International Law
- Recipient of Japan Student Serviced Organisation (JASSO) Scholarship Grant
- Member of Model United Nations (MUN) Club

2020 – present

Toua International Language School

Relevant Qualifications

2019 – present

Waseda University

Research Assistance

- Assist professor Shuichi Furuya to collect information on human rights situations in Southeast Asia countries, especially in Vietnam, to report to the United Nations Human Rights Committee

September 20-22, 2021

Diplomatic Academy of Vietnam & the Centre for Multilateralism Studies, RSIS, Singapore

Virtual In-Country Workshop in International Trade Issues

2018 – present

Individual Coursework

- Digital Marketing Specialisation (September 2020 – present) – Coursera, the University of Illinois in Urbana-Champaign
- Children's Human Rights - An Interdisciplinary Introduction (September 2019) – Coursera, University of Geneva
- The Sustainable Development Goals – A global, transdisciplinary vision for the future (June 2019) – Coursera, University of Copenhagen
- Better Business Writing in English (April 2018) – Coursera, Georgia Institute of Technology

WORK EXPERIENCE

May 2020 – present

May – November 2020

N&G Vietnam Joint Stock Company

Sales Support|Internship

- Provide end to end service while organising a trip from booking the tickets, reserving accommodations, arranging transportation, and creating itinerary
- Stay up to date on domestic and international travel trends
- Established active communication and engagement with other departments to help out where necessary

- November 2020 – present* *Customer Service* *Part-time (Online)*
- Provide assistance service through social media and messages such as Messenger, Viber and Whatsapp
 - Help clients identify their ideal travel package based on their suggestions and requirements
 - Assist customers with travel reservations, cancellations, ticketing, and other travel-related concerns
 - Resolve any problems that arise regarding the trip to the customer
- February – April 2019* **Sunworld Tours**
Part-time
- Performed data entry
 - Market research, commercial activities
 - Assisted with Vietnamese-English-Japanese guidance and translation
 - Participated in training sessions for booking and ticketing
- 2018 – 2019* **McDonald's**
Crew *Part-time*
- Assisted customers with orders and payments
 - Prepare the orders and assist customers with technical issues
 - Provided English instruction and support for foreign customers
 - Participated in training sessions for members of the Customer Experience team

VOLUNTEER EXPERIENCE

- August 2020 - present* **ASEAN Young Peacebuilder Organisation (SEAYPO)**
Country Director
- Provided English-Vietnamese translation for project documentaries and social media content
 - Identified and connected local organisations with common visions with SEAYPO for partnership and future collaboration
 - Worked closely with other SEA country directors on promoting and encouraging outreach of youth-led peace-building initiatives
 - Supported international and regional events as host and co-host
- July – December 2020* **ASEAN Youth Forum (AYF)**
Special Rapporteur
- One of the two selected Vietnamese representatives to report to the AYF Secretariat on existing social problems of human rights, democracy, justice, and freedom
 - Worked closely with AYF Secretariat and other Southeast Asia countries' representatives on regional advocacy to ASEAN bodies and regional caucuses.
 - Supported the Forum with regional events as host and co-host.
 - Conducted and organised national processes, including monthly National Youth: Open Space

PROJECT

2018 - present

S.O.S – Share Our Stories

Member/Content Writer/Trainer

- Raising collective awareness about sexual harassment and abuse as well as gender violence
- Cooperate with issue-relevant NGOs to provide support and training courses for survivors
- Initiate, review and edit partnership proposal
- Organise significant activities such as human rights education, discussion forum and exhibition
- Provide training sessions for new members

YOUTH CONFERENCE

Model United Nations (MUN)

Debater

- Asia Youth International Model United Nations (August 2019) – Malaysia
- Tokyo International University Model United Nations (May 2019) – Japan

April 19-20, 2019

Annual Human Rights Summit | Nepal

Participant/Presenter

- Contributed to discussions on the roles of youth in promoting understanding of human rights
- Proposed policies and methodologies to involve the child and youth in human rights promoting activities

SKILLS

- MS Office (Word, Powerpoint, Excel)
- Language: Vietnamese, English, Japanese
- Analytical and decision-making
- Communication and collaboration
- Flexibility, adaptability and creativity

CERTIFICATIONS

- IELTS 7.0 (August 2021)
- TOEIC 890 (June 2019)
- Attempt to take JLPT N1