

Curriculum Vitae



Surname:	DINH
First Name:	HOANG ANH TUAN
Date of Birth:	July 25 th , 1992
Academic Qualification:	<ul style="list-style-type: none"> - Bachelor of International Business - Master's Degree in Business Administration (MBA)
Venia Legendi (qualification to teach):	<ul style="list-style-type: none"> - Certificate of Pedagogical skills for college and university lecturers
Further Qualifications:	<ul style="list-style-type: none"> - Information Technology Certificate - Certificate in Business Accounting and Tax Declaration

At the Higher Education Institution since:	<ul style="list-style-type: none"> - Working for HCMC University of Technology and Education (HCMUTE) since 2023 - Working for University of Phan Thiet (UPT) since 2017
Level of Employment:	<ul style="list-style-type: none"> - Lecturer (Full Time)
Teaching Focus:	<ul style="list-style-type: none"> - Customer Behavior - Marketing for Restaurants & Eatery Services - Human Resource Management - Strategic Management - Brand Management - Startup Management - Supply Chain Management - Finance Management - Sales Management
Interdisciplinary Aspects:	<ul style="list-style-type: none"> - Community tourism - Sustainable island tourism - Destination-related behavior
Activities in the Areas:	<ul style="list-style-type: none"> - None
- Further Education	<ul style="list-style-type: none"> - None
- Research	<ul style="list-style-type: none"> - Having 23 publications, 2 University-level research, 2 Provincial-level research
- Consultancy	<ul style="list-style-type: none"> - Consultant for tuyendungvn.com company, VTED (main partner of the British Council in Vietnam)
How are personal research activities reflected in teaching activities?	My scientific research has contributed to adding depth and new findings to my Teaching activities. Through this, I can enhance my professional capacity by comparing and contrasting the practical business environment with foundational theories and other studies in the field of Restaurants and Food Services in particular and the FnB industry in general.

Work experience:	
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General

- Lecturer of Faculty of Fashion and Tourism, Ho Chi Minh City University of Technology and Education, Ho Chi Minh City, Vietnam, 01/2023-now
- Deputy Head of Postgraduate Management Department, Phan Thiet University, 2017-2022
- Guest lecturer for HCMUTE, UEF, HUTECH, VHU, VLU, UFM, UEH, FTU since 2017

- Activities as an Expert:	- None
Publications:	<u>Refereed Journal Articles</u>
	<ul style="list-style-type: none"> - Tuan, D-T-A. (2023). The Impact Of Innovation On Tourists' Intention To Choose A Destination: A Case Study Of Binh Thuan Province. <i>Finance Journal</i>, July 2023, ISSN 2815-6188. - Tuan, D-T-A. (2022). Research on Citizen Satisfaction with the Quality of Land Use Certificate Issuance Services in Ham Tan District, Binh Thuan Province. <i>Journal of Economics and Forecasting</i>, Issue 18, June 2022, ISSN: 1859-4972, pages 133-137 - Tuan, D-T-A. (2022). Training Service Quality and Postgraduate Student Satisfaction: A Case Study of the Business Administration Program at Phan Thiet University. <i>Journal of Economics and Forecasting</i>, Issue 15, May 2022, ISSN: 1859-4972, pages 201-205 - Tuan, D-T-A. (2022). Research on Customer Satisfaction with VNPT-VSS Services of Vinaphone Telecommunications Service Company in Binh Thuan Province. <i>Industry and Trade Magazine</i>, Issue 8, April 2022, pages 313-320 ISSN: 0866-7756 - Tuan, D-T-A. (2022). Factors Affecting Tourist Satisfaction with Service Quality at Ta Cu Tourist Destination, Ham Thuan Nam District, Binh Thuan Province. <i>Industry and Trade Magazine</i>, Issue 8, April 2022, pages 298-305 ISSN: 0866-7756 - Tuan, D-T-A. (2022). Research on Factors Affecting Customer Satisfaction with Consumer Loan Services at Vietcombank - Binh Thuan Branch. <i>Industry and Trade Magazine</i>, Issue 8, April 2022, pages 344-351 ISSN: 0866-7756 - Tuan, D-T-A. (2022). Factors Affecting Knowledge Sharing Behavior of Staff at Tin Phong Pharmaceutical Joint Stock Company. <i>Industry and Trade Magazine</i>, Issue 1, January 2022, pages 244-250 ISSN: 0866-7756 - Tuan, D-T-A. (2022). Assessing Customer Satisfaction with the Quality of Online Payment Services at Agribank Binh Thuan. <i>Industry and Trade Magazine</i>, Issue 3, February 2022, pages 175-181 ISSN: 0866-7756 - Tuan, D-T-A. (2021). Customer Satisfaction with the Quality of Vinaphone's 4G Mobile Service in Phan Thiet City. <i>Proceedings of the International Scientific Conference ELiS-2021 'Economics, Culture, and Law in Sustainable Development,'</i> pages 573-580 ISBN: 978-604-79-3119-4 - Tuan, D-T-A. (2021). Factors Affecting the Income of Dragon Fruit Farming Households in Bac Binh District, Binh Thuan Province. <i>Proceedings of the International Scientific Conference ELiS-2021 'Economics, Culture, and Law in Sustainable Development,'</i> pages 522-528 ISBN: 978-604-79-3119-4 - Tuan, D-T-A. (2021). Relationships of Marketing, Customer Satisfaction and Customer Loyalty – A Case Of Vietnamese Dairy Retail Stores in Ho Chi Minh City, Vietnam. <i>Lecture Notes of the Institute for Computer Sciences, Social Informatics and Telecommunications Engineering</i>, ISSN: 1867-8211 - Tuan, D-T-A. (2021). Factors Affecting Customer Satisfaction with the Bus Service Quality of Phan Thiet Automobile Transport Cooperative. <i>International Journal of Research and Review</i>, Vol.8, Issue: 10, page 213 – 217, E-ISSN: 2349-9788; P-ISSN: 2454-2237 - Tuan, D-T-A. (2021). Factors Affecting Work Motivation of Official Credit Staff in Ham Thuan Bac District, Binh Thuan Province. <i>International Journal of Trend in Scientific Research and Development (IJTSRD)</i>, Volume 5, Issue 6, page 1174 – 1179, e-ISSN: 2456 – 6470 - Tuan, D-T-A. (2021). Customer Satisfaction with the Quality of Banking Services: A

	<p>Case Study at LienVietPost Bank, Mui Ne Transaction Office. <i>Proceedings of the International Scientific Conference TED-2021 'Culture, Education, and Tourism in Economic Development,'</i> pages 1359-1366 ISSN: 978-604-80-5756-5</p> <ul style="list-style-type: none"> - Tuan, D-T-A. (2021). Seven-step problem-solving and decision-making technique through an application at a project management unit. <i>Proceedings of the International Scientific Conference TED-2021 'Culture, Education, and Tourism in Economic Development,'</i> pages 1252-1259 ISSN: 978-604-80-5756-5 - Tuan, D-T-A. (2021). Tourism Marketing Strategy Using the 7P Framework in the Context of the COVID-19 Pandemic. <i>Proceedings of the City-Level Scientific Conference 'Marketing in the 4.0 Era,'</i> July 2021, pages 171-177 ISBN: 978-604-79-2799-9 - Tuan, D-T-A. (2021). Factors Affecting the Effectiveness of Project Management in Construction Investment at Vinh Tan Thermal Power Project Management Board. <i>Industry and Trade Magazine</i>, Issue 15, June 2021 ISSN: 0866-7756 - Tuan, D-T-A. (2021). Research on Factors Affecting the Decision to Participate in Voluntary Social Insurance among Workers in the Informal Sector in Ham Tan District, Binh Thuan Province. <i>Industry and Trade Magazine</i>, Issue 13, June 2021, pages 443-447 ISSN: 0866-7756 - Tuan, D-T-A. (2021). Factors Influencing Customer Satisfaction with Credit Card Service: A Case at Joint Stock Commercial Bank for Foreign Trade of Vietnam - Binh Thuan Branch. <i>International Journal of Research and Review</i>, Vol.8, Issue 2, February 20201, e-ISSN: 2349-9788, p-ISSN: 2454-2237 - Tuan, D-T-A. (2021). Factors Affecting Tax Officials' Occupational Stress in Binh Thuan Province. <i>International Journal of Trend in Scientific Research and Development (IJTSRD)</i>, Volume 5, Issue 2, January - February 2021, e-ISSN: 2456-6470 , page 829-832 - Tuan, D-T-A. (2020). Financial Access and Financial Incentives for Small and Micro Enterprises in Vietnam. <i>Proceedings of the Scientific Conference 'Financial Inclusion in Vietnam: Current Status and Development Directions,'</i> pages 65-71 ISBN: 978-604-79-2454-7 - Tuan, D-T-A. (2019). Research on Factors Affecting Customer Satisfaction with ATM Card Services at Vietcombank, Ho Chi Minh City Branch. <i>Asia-Pacific Economic Journal</i>, Issue 550, October 2019 - Tuan, D-T-A. (2018). The Impact of the 4th Industrial Revolution on Supply Chains from a Business Management Perspective. <i>National Scientific Conference: Value Chain Linkages Between Banks, Enterprises, and Universities in Vietnam</i>, 9786049226373
Memberships:	VALOMA, CRO Vietnam
International experience in:	
- Corporate Management	Founder and Chairman of T&T Enterprise Solution
- Academic Activities	None
- Personal Background/ Experience	None
Other:	<ul style="list-style-type: none"> - Phone: +84-941-531579 - Email: tuandha@hcmute.edu.vn