



TONY NGUYEN

NGUYEN DUY ANH

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HCMC VN

With a strong focus on achieving outcomes, possessing notable expertise in media management and assuming leadership responsibilities. I have demonstrated exceptional leadership capabilities while overseeing and directing media operations in Vietnam Casino and E Gaming Club. I have a proven track record of enhancing team performance, fostering customer loyalty, and cultivating collaborative alliances with internal and external customers.

STRENGTHS AND EXPERTISE

Media Advertising
Business Development
Strategic Planning

Data Reporting
Casino promotion
Client Relationship Management

Team Leadership
Communication
Operations Management

PROFESSIONAL EXPERIENCE

AFTDC MARKETING (Thailand)
HR ASSISTANT DIRECTOR

May 2025

Accomplishments:

- Supported HRD strategic planning and restructuring initiatives, ensuring better alignment between HR and business strategies.
- Coordinate HR resource allocation across business units and locations.
- Manage HR documents, policies, and knowledge platforms (Handbook, Policy, Internal Wiki).
- Support cross-functional HR projects and HRBP's in business consulting activities.
- Prepare reports, data insights, and strategic meeting materials for the HR Director.
- Manage priorities, meeting schedules, and follow-up actions.

ELOTUS GAMING (Philippines)
SUBLEAD IT COMTOR

Jun 2024

Accomplishments:

- Manage IT Communicator team.
- Diagnose and resolve technical issues related to company products for customers.
- Record all technical support requests and incidents in the request management system
- Collaborate closely with IT Technicians to professionally and promptly address customer issues and communications.
- Monitor the progress of outstanding issues, prioritize and categorize them for easy handling by the IT Technician team.
- Assist customers in using company management software and products, addressing frequently asked questions and common issues.
- Maintain timely updates for stakeholders, third-party suppliers, and the IT Technician team.



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WYNN'S SAIGON E-GAMING CLUB

May 2024

PROMOTION & EVENT ASSISTANT MANAGER - DATA ANALYTICS cum GRAPHIC DESIGNER

Accomplishments:

- Design promotion programs to attract customers based on factors such as program costs, target customer segments, program themes aligned with major holidays or commemorative events...
- Record statistical data, report the effectiveness of the event on club revenue.
- Monitor system data and relevant customer, gaming information, extract system history to apply data to adjust business strategies promptly.
- Develop ideas, ensure the consistent conveyance of the message throughout the promotion/event duration.
- Collaborate on design and outsource coordination to monitor the quality of company marketing materials delivered to customers such as images, videos, performances, creating the company's imprint on customers.

WYNN'S SAIGON E-GAMING CLUB

Jan 2023

PLAYER DEVELOPEMENT DEPUTY MANAGER

Accomplishments:

- Receiving and processing procedures for member card registration.
- Proposing, allocating, and monitoring customer Cash advance.
- Acting as a bridge to receive customers from other facilities of groups.
- Analyzing customers, competitors to propose suitable business strategies.

WYNN'S SAIGON E-GAMING CLUB

October 2019

MARKETING EXECUTIVE

Accomplishments:

- Assist Management in briefing and training Marketing Staffs for daily operations & new promotions.
- To meet, greet, send off and assist all customers with professionalism following Company's guidelines.
- Research database to improve effective promotion and customer service.

THE GRAND HO TRAM CASINO

2017 - 2019

MARKETING HOST (HTR)

Accomplishments:

- Check in Players
- Booking Hotel facilities for Players
- Issue Players Reward Benefits
- Introduce and carry out promotions, events to customers directly or through multimedia methods, make sure all customers are well aware of their benefits