

Thuc Hien Nguyen

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Instructional Designer | EdTech Projects | LMS & AI in Learning

4+ years in professional education (instructional design, LMS) at Digital Career Institute, since 2025 founder of the AI learning app Worio.

LMS & e-learning: Led the Moodle rollout, SCORM training with Articulate Rise, xAPI, H5P

Trainer development: Co-developed an instructor competency framework, workshops, coaching and onboarding frameworks

AI & automation: LLM pipelines and automated quality assurance, own learning app live (300 users)

Consulting: Training strategy, assessment methods and learning analytics with HR and leadership

PROFESSIONAL EXPERIENCE

Worio & TruTech Studio | 10/2025 – present

Founder & Developer (Worio), Co-Founder (TruTech Studio)

- **Worio** (worio.app): AI-powered vocabulary app for German learners, live with 300 users, 70,000+ entries, LLM pipeline and automated quality assurance.
- **TruTech Studio** (trutech.ch): custom internal tools and AI integrations for SMEs.

Digital Career Institute GmbH (digitalcareerinstitute.org) | 04/2021 – 09/2025

Project Manager, Teacher Planning & LMS

03/2025 – 09/2025, taken on internally alongside the Educational Consultant role

- Led the Moodle rollout for 6 classes (12-20 learners each), incl. content management and quality standards.
- Automated scheduling for 120+ teachers with Humanity (contract type, availability, suitability per module), cutting coordination effort by about 80%.
- Identified skills gaps with HR and leadership; refined training based on learning analytics and reported to management.
- Developed learning templates and onboarding frameworks for trainers and subject-matter experts.
- Managed vendors and introduced automation and AI-supported content solutions.

Educational Consultant

06/2022 – 02/2025

- Built a central knowledge base for best practices; co-developed an instructor competency framework with dimensions and indicators.
- Trained and recertified 120+ teachers across departments (workshops, peer learning, coaching); average rating of all live and online trainings: 4.8/5.
- Advised on training strategy and assessment methods; onboarded new assistant teachers.
- Developed 10+ SCORM-based internal trainings with Articulate Rise based on adult learning principles.

Online Marketing Assistant Teacher & Lead Teacher

04/2021 – 05/2022

- Developed assessments, interactive activities and learning paths for all Online Marketing modules.
- Independently created 2 complete modules and later led live courses as lead teacher, refining delivery based on learner feedback and assessment data.

Prudential Vietnam Assurance Ltd.

Management Trainee | 09/2016 – 08/2018

- Digitalized strategic planning and training tools for 176,000 sales agents in 150 offices.
- Rotated through marketing, HR and sales training; led the internal launch of a national branding campaign.
- Led and supported activities in talent acquisition, employer branding, retention and training.

DealersEDGE Asia Ltd.

Sales & Marketing Coordinator / HR Executive | 12/2015 – 08/2016

- Sales, marketing and insurance workshops for the automotive sector; client recruiting and onboarding.

Natural Balance Ltd.

Marketing Executive / Personal Assistant | 09/2013 – 05/2015

EDUCATION

Master of Science, International Management and Psychology

Rhine-Waal University of Applied Sciences, Germany | 10/2018 – 01/2021

GPA 3.7/4.0 (approx. 5.8 on the Swiss scale). Master's thesis: *Factors influencing the effectiveness of the concept-based approach in education*.

Bachelor of Business (Marketing), minor in Economics and Finance

RMIT University (Australia), Vietnam campus | 10/2011 – 05/2015

GPA 3.8/4.0 (approx. 5.9 on the Swiss scale).

SKILLS

Languages: English C2 (IELTS 8.5/9.0); German B2 (Deutsch-Test für den Beruf, 06/2026); Vietnamese (native).

LMS & authoring tools: Moodle (rollout and administration), Articulate 360 (Rise), H5P, SCORM, xAPI.

Instructional design & media: Adult learning, learning paths and assessments, assessment methods, competency frameworks, live and online training, learning analytics; learning videos, graphics and slides.

Tools & automation: MS Office and Google Workspace (advanced), VBA macros, Apps Script, Humanity (scheduling).

AI: LLM pipelines, prompt engineering, AI-supported content creation, automated quality assurance of large datasets.

Other skills: Project management, vendor coordination, presenting, development of training programs.

Coursera certificates: Data-Driven Decision Making, Problem Solving with Excel, What is Data Science?

ADDITIONAL INFORMATION

Awards

- 04/2018 Best Department Project, Prudential Vietnam
- 11/2015 RMIT President's Award
- 2015 Maybank GO Ahead Business Challenge, Malaysia (National Champion, Global Finalist); HSBC Case Competition, Hong Kong (Asia-Pacific Finalist)
- 2013 – 2015 RMIT University Vietnam, full scholarship

Memberships & Volunteering

- Golden Key RMIT Vietnam Chapter, Chapter President (05/2015 – 05/2016)
- Coach for College (Duke University, USA), Coach/Camp Leader (05/2013 – 06/2014)
- RMIT Community and Student Programs, Ambassador and Mentor/Tutor (10/2011 – 12/2015)

References available on request.