

Võ Thành Nguyên

People & Culture · Employee Experience

Internal Communication · Culture · Engagement · L&D – moving toward
Organizational Development

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PROFILE

People & Culture professional with 4+ years across Internal Communication, Employee Engagement, Culture and L&D. I plan annual and quarterly engagement roadmaps with the CEO and managers, listen to employees before designing solutions, and translate insight into programs that support business priorities. I don't start by asking what activity to run – I start by asking what problem we are solving.

WHAT I BRING

Internal Communication

Leadership & change communication, multi-channel content, storytelling that turns updates into clear messages.

Culture & Engagement

Culture listening, engagement planning, recognition design, end-to-end programs from concept to measurement.

L&OD

Needs-based training design, facilitation, learning programs aligned with managers, change adoption.

EXPERIENCE

Employee Engagement Specialist

Apr 2024 – Sep 2026

Restaff – House of Norway · Norwegian IT staffing

ENGAGEMENT & CULTURE

- Propose, plan and deliver the annual and quarterly engagement roadmap; align and approve plans directly with the CEO and managers.
- Supported Culture Strategy 2026: culture listening, staff-manager perception-gap analysis, shaping 4 culture pillars.
- Turned the “We Care” value into tangible touchpoints: personalised birthday gifts, Men's Day, The Kindred Day (long-tenure recognition), CSR programs.
- Led company-wide events end-to-end (Company Birthday, Year End Party, Company Trip) – solo for smaller programs, coordinating teams and agencies for large ones.

LEARNING & DEVELOPMENT

- Built a Personal Development series (AI Sharing Sessions) within the annual plan: discovered needs with teams, sourced speakers, validated topics with managers, ran sessions end-to-end.

LISTENING & COMMUNICATION

- Designed employee listening: Culture Gap Survey, Monthly Pulse Check, and a two-track Retreat survey (attendees vs non-attendees).
- Ran multi-channel internal communication; supported sensitive communication through restructuring and benefit changes.

Internal Communications & Culture Development

Apr 2023 – Mar 2024

Zafago Agency · Marketing agency

- Led company-wide OKR rollout from scratch – framework, training, adoption tracking – reaching 100% staff understanding and application.
- Designed and facilitated soft-skills and emotional-management training (objectives, content, activities).
- Built the cultural onboarding program and delivered culture training to new hires.
- Planned internal engagement: quarterly teambuilding, monthly birthdays, milestones; set up the first employee feedback loop.

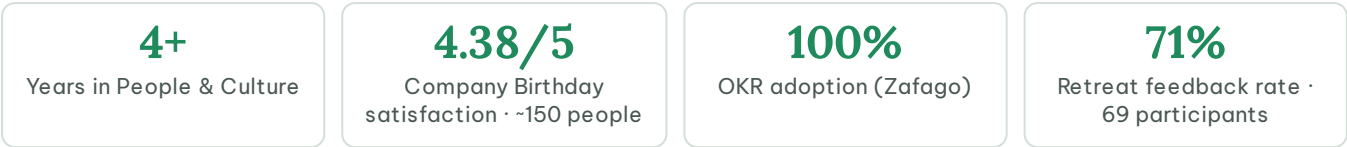
Community Development & Customer Service

2020 – 2023

Gosu Online Corporation · Gaming / Tech

- Built customer service processes from scratch; organised internal events and community activities.
- Trained new hires and seasonal staff on products; supported L&D by matching staff to suitable courses; mentored interns.

SELECTED PROOF



SKILLS



TOOLS

Canva · Microsoft 365 · Google Workspace · AI tools (Claude, ChatGPT)

EDUCATION & CERTIFICATES

- B.A. International Relations & Affairs – HCMC University of Education
- Certificate in Modern Human Resource Management
- Certificate in Soft Skills Training Methodology

LANGUAGES

Vietnamese (native) · English (advanced)