

Nguyen Dinh Loc

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SUMMARY

Final-year International Business student looking for a Business Operations role. I have three years of experience in music distribution operations and customer support, plus an internship at MSB. I'm also open to other industries and learning from experienced colleagues. Available full-time; my two co-founders cover startup work during office hours.

EDUCATION

Ho Chi Minh City Open University

Ho Chi Minh City, Vietnam

Bachelor of Business Administration, Major in International Business

2023 – Expected 2027

- Relevant coursework: Transport and Insurance; independent study in logistics.
- Awards for the green purchase study (see Research): Consolation Prize, Ministry of Education and Training Science and Technology Award for University Students (2025), with a Certificate of Merit from VIFOTEC; Second Prize, HCMOU Student Scientific Research Award, Behavioral Sciences (2024–2025).

EXPERIENCE

MSB (Vietnam Maritime Commercial Joint Stock Bank), Retail Credit Center

Ho Chi Minh City, Vietnam

Business Development Intern, Team Lead

Nov 2025 – Dec 2025

- Led a team of 5 interns, chosen as lead by the group and serving as MSB staff's point of contact for assigning the team's work; the team opened 600+ payment accounts, 140+ of them opened personally.
- Worked within the MSB team that ranked 1st of 9 teams for payment accounts opened in November 2025 (month-to-date results); the unit ranked 3rd of 5.
- Featured in MSB's internal newsletter as one of three Lending Hub representatives, North and South, for bringing in new MSB Digital Bank customers that month.
- Advised new customers on accounts and cards, checked documents and prepared personal credit files; trained in retail credit appraisal (CIC credit history, debt-to-income ratio, debt classification) and co-wrote the internship report on personal lending and credit risk management.

Spilix (spilix.co)

Ho Chi Minh City, Vietnam

Co-founder, Operations & Customer Care

2026 – Present

- Co-founded Spilix with two HyperPulse co-founders. Started building the website in early 2026; launched in September. The platform handles hundreds of support requests and release reviews each day.
- Built the first three website versions with Next.js and Node.js. Now use SQL to work with platform data and Power BI to analyze revenue.
- Set up the support process and chat/email reply templates; maintain metadata rules and criteria for approving or rejecting releases.
- Write messages inviting trial users to upgrade. Work with Southeast Asian artists in English, using translation tools for Indonesian, Thai and Malay.
- Work through complaints with customers. Explain mistakes tactfully and help them resolve the issue; get problems on our side addressed right away.

HyperPulse International Co., Ltd. (hyperpulse.group)

Remote

Co-founder, Music Distribution Operations

Oct 2023 – Present

- Manage metadata, licensing and release data for music delivered to 50+ platforms worldwide, verifying titles, artist identities and usage rights before delivery; handle a few dozen special clients (accounts with very large release volumes, such as artists, among them Nguyen Tri Thuc, a top contestant on Vietnam Idol).
- Resolve distribution discrepancies, correction requests, support tickets and copyright issues; support artist mapping, YouTube Official Artist Channel and Content ID requests.
- Company delegate at All That Matters, Singapore (2025); attended AWS Cloud Day Vietnam and AI Builders on AWS.

RESEARCH

Green purchase behavior of students in Ho Chi Minh City, Vietnam

Published Aug 2025

Co-author (one of 6 authors), Ho Chi Minh City Open University Journal of Science – Economics and Business Administration, 16(4), 60–78. DOI: 10.46223/HCMCOUJS.econ.en.16.4.3982.2026

- Handled the data: filtered and processed 305 survey responses and prepared the final dataset for Structural Equation Modeling; helped correct errors in the theory and results sections.

Also co-authored (one of 6 authors): “Vietnamese young consumers’ green purchase behavior: Does green trust matter?”, *Journal of Finance – Marketing Research*, 15(8), Nov 2024.

SKILLS

Business & Operations: Operations, customer service, sales support, business development, release quality control, team leadership.

Data & Tools: SQL (Spilix platform data), Power BI (revenue analysis), Microsoft Excel, Python, Next.js, Node.js, Canva (Power BI and Python self-taught).

Languages: Vietnamese (native), English (working proficiency; DOL English placement test, 2026: equivalent to IELTS 6.5; TOEIC test planned for Oct–Nov 2026).