NGUYỄN GIA HƯỞNG

BUSINESS OPERATIONS SYSTEMS ADMINISTRATOR

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PORTFOLIO / portfolio-armin-ngh.netlify.app



Building and administering business operations systems on Lark; designing n8n/AnyCross workflows, developing internal tools and applying AI at work. Connecting processes, data and teams, from implementation and user training through maintenance and continuous improvement.

PROFESSIONAL EXPERIENCE

Concurrent roles: Zeit remote, with HCMC business trips as needed; Theanh28 on-site in Hanoi.

Zeit Media

Apr 2026 - present

Operations Systems Development & Administration

- Implemented ZEIT OS on Lark across all teams, connecting content, production and HR/admin for approximately 24 social media channels.
- Developed news sourcing and AI script/video tools; integrated publishing, metric collection and reporting.
- Trained users, documented and handed over the system; maintained several months of stable operation following rollout.

Theanh28 Entertainment

Apr 2025 - present

Seeding Team Lead · Operations Systems Administrator

- Build the seeding team; assign tasks, track progress and manage team operations.
- Administered Lark across all teams and approximately 30 social media channels, connecting people, tasks, bookings, accounts/scripts and reporting.
- Develop content tools: automatic watermarking and Voice AI; collaborate with technology colleagues on system improvements.
- Trained staff to use internal tools; sustained approximately one year of stable operations and ongoing user-driven improvements.

BCG Land · Bamboo Capital

07/2024 - 03/2025

Social Media Management & PR

- Communications seeding and brand monitoring; wrote automation scripts to support information tracking.

Genlogin Software

05/2023 - 12/2023

Consulting · Support · Software Testing

- Provided software user support, wrote automation scripts and tested patches and upgrades.

CORE CAPABILITIES

Systems & data
Workflow analysis, data organization and Lark systems administration.

Automation & integration
Workflow design, data processing, tool integration and operational monitoring.

Internal tools & AI
Develop tools for work; apply AI to news sourcing, scripts, video and narration.

Training & teams
User training and documentation; building and leading a seeding team.

TOOLS & TECHNOLOGY

Operations platforms
Lark · Lark Base

Workflows & integration
n8n · AnyCross

Tool development
VS Code · JavaScript in n8n

AI coding support
Codex · Claude · Gemini

PROJECTS & OUTCOMES

Systems implemented. Tools put to work.

~24
social channels at Zeit
All teams served; stable for several months since rollout.

~30
social channels at Theanh28
All teams served; stable for approximately one year.

01 / ZEIT MEDIA · ZEIT OS

Content and operations connected in one system

- **Scope:** 10 feature groups serving all teams and approximately 24 social media channels, from sourcing to production, publishing and reporting/KPIs.
- **Tools developed:** Social Hub, Website News Hub and Video Automator for news sourcing, scripts, storyboards and channel-specific video production.
- **Adoption:** trained 5 teams; stable for several months. Reduced manual work by 50–100% in optimized tasks, depending on the task.

View project details & evidence

02 / THEANH28 ENTERTAINMENT

Content tools & seeding systems

- **Products:** Media Logo Processor for photo/video watermarking; Voice 28 for script-to-speech with voice selection and pronunciation controls.
- **Scope:** all teams and approximately 30 social media channels; connected seeding accounts/scripts, tasks, bookings and reporting dashboards.
- **Outcomes:** approximately one year of stable operations; trained users and reduced manual work by 50–100% in optimized tasks, depending on the task.

View project details & evidence

03 / AUTOMATION & AI

Custom workflows for real operational needs

- Built n8n/AnyCross workflows connecting data and tasks; wrote JavaScript in nodes for processing, branching and custom logic.
- Applied Codex, Claude and Gemini in tool development; maintained workflows for content, publishing, metrics and reporting.

View project details & evidence

EDUCATION & TRAINING

FPT University
2018 - 2022
BA in English Language
Good degree classification
GPA 8.4/10

Fsoft Academy
Jan 2023 - Apr 2023
Software Testing training

ACHIEVEMENTS & AWARDS

2025 · Theanh28
Outstanding Employee.

2024 · BCG Land
Outstanding Specialist.

Fall 2022 · FPT University
Outstanding Major Student.

Spring 2021 · FPT University
Top 5 Outstanding Major Students.

Fall 2020 · FPT University
Top 5 Outstanding Major Students.

PORTFOLIO & EVIDENCE

Projects, media and tools delivered

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