

THANH VIEN NGUYEN

OPERATIONS DIRECTOR × GLOBAL TECHNOLOGY OPERATIONS × INDIA MARKET

India-based / +91 91875 02083 / viennt@gmail.com / Open to Global Remote & International Leadership Roles

100+ INDIA TECH HUB BUILT FROM ZERO	3 MAJOR TECHNOLOGY PROGRAMS	USD 10–20M ANNUAL REVENUE LED IN ONE COMPANY	18+ YEARS IN TECHNOLOGY & OPERATIONS
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01 / EXECUTIVE PROFILE

ZERO-TO-ONE OPERATOR & VENTURE BUILDER

Cross-sector executive with direct P&L accountability and a record of taking startups and major projects from investment planning, capital allocation and market selection through team building, launch, operations and measurable outcomes. Currently Operations Director for the India market at VinSmart Future (Vingroup), where he built a 100+ person technology organization from the ground up and oversees three major programs focused primarily on GSM's ride-hailing platform.

02 / EXECUTIVE EXPERIENCE

JAN 2026 — PRESENT	INDIA MARKET
OPERATIONS DIRECTOR VinSmart Future Vingroup	
- Built the India Tech Hub from 0 to over 100 employees, establishing the organization, leadership structure and operating cadence. - Lead Development, DevOps, Product Ownership, PMO, QA/QC, TechOps, HRBP and Talent Acquisition. - Oversee technology operations across three major programs, with primary focus on GSM's ride-hailing platform. - Supported India go-live in April 2026 and lead ongoing production operations and delivery governance.	
2022 — 2025	EXECUTIVE LEADERSHIP
CHIEF STRATEGY & OPERATIONS OFFICER NIC Limited / NIC Group	
- Built and operated a portfolio spanning investment, technology, tourism, services and trade. - Directed finance, investment, legal affairs, partnerships and governance with full P&L accountability. - Led organizations of up to 200 employees; one company generated USD 10–20M annually.	

03 / LEADERSHIP SYSTEM

Zero-to-One Venture Building
COO / Operating Model Leadership
Full P&L & Capital Allocation
Market Selection & Business Launch
Technology Organization Scale-Up
Program / Portfolio Governance
Software Delivery & DevOps Oversight
PMO, Product, QA/QC & TechOps
Applied AI & Model API Integration
Talent Acquisition & HRBP
Cross-Border Executive Leadership

“Build the operating system first — then scale people, products and markets.”

INDUSTRY COVERAGE

Technology & IT Operations · Ride-Hailing / Mobility · Hospitality · Education
Technology · Investment · Construction & Real Estate · Applied AI

04 / CAREER TIMELINE

2018—2022

FOUNDER

ZOHotels & ZORooms App

Co-developed a hospitality platform with Indian partners; led product development, integrations, partnerships and operations.

2014—2017

VIETNAM & SEA MARKETING DIRECTOR

NIIT (India)

Developed enterprise customers using CRM, education databases and e-learning platforms; supported regional digital transformation.

2007—2013

CHIEF EXECUTIVE OFFICER

ESOFT

Led software teams and delivery of e-commerce and enterprise technology solutions for public- and private-sector customers.

2003—2006

FPT YOUNG LEADERS PROGRAM

FPT Corporation

Selected for early-career technology leadership development with exposure across six FPT business units and subsidiaries.

05 / APPLIED AI VENTURE

FOUNDER / APPLIED AI PRODUCT STRATEGY

SaoAI

Designed and commercialized applied-AI products across hospitality, company operations and healthcare access. SaoAI.net serves two paying hospitality clients across India and Southeast Asia. Product leadership covers use-case design, model-API integration, operating workflows and commercialization rather than model training.

01

GSM Platform

Production technology operations following India go-live.

02

SaoAI.net

Hotel AI operations platform for guest messaging, booking, revenue, housekeeping and executive reporting; two paying clients.

03

SaoAI.fun

AI Company OS MVP for goal-to-plan orchestration, governed agent work, approvals, business memory and executive reports.

04

Medigo

Bilingual medical-travel MVP for provider discovery, appointments, payments, QR check-in and hospital operations dashboards.

06 / EDUCATION

Master's Degree

Management of Non-Traditional Security
Vietnam National University, Hanoi · In progress

Bachelor's Degree

Information Technology
Vietnam National University

07 / LANGUAGES

VI

Vietnamese
Native

EN

English
Working proficiency

08 / TARGET MANDATES

Chief Operating Officer · Venture Builder / Operating Partner · Regional Operations Director · Global Technology Operations Director · International Expansion Director · Fractional COO

LET'S BUILD THE NEXT OPERATING PLATFORM.

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