



CURRICULUM VITAE

NGUYEN THE HIEN (*Ph.D*)

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EDUCATION

Doctor of Philosophy in Tourism and Hospitality Management

2019-2023, National Pingtung University of Science and Technology.

Master of Professional Accounting

2014-2016, University of Technology Sydney.

Bachelor of Business Administration Management

2009-2013, Assumption University.

RESEARCH INTEREST

- Hospitality and Tourism Service Quality Management
- Consumer Behavior
- Sustainable Tourism
- Electronic Word of Mouth

WORK EXPERIENCE

- Accounting Staff work in DHG Pharmaceutical Joint Stock Company.
- Collaborating with researchers of Can Tho University to do studies on Animal Husbandry focusing on improving incomes of producers.

PUBLICATIONS

International (articles)

- Hien, T. N., Su, Y. L., Sann, R., & Thanh, T. P. L. (2022). Analysis of Online Customer Complaint Behavior in Vietnam's Hotel Industry. *Sustainability*, 14(7), 3770.
- Hien, T. N., Su, Y. L., & Thanh, T. P. L. (2022). Qualitative Analysis of Hotel's Online Customer Complaints in Vietnam. *Sustainable Community-based Tourism Studies*, 6(2), 0004.
- Hien, T. N., Ha, T.N. N., & Thu, V. N. (2017). Improvement of economic benefits by molasses supplementation as energy sources in rabbits diets. *In Proceedings of The 10th Vietnam – Japan Scientific Exchange Meeting (VJSE2017)*, PE-11-81.
- Hien, T. N., Ha, T.N. N., & Thu, V. N. (2017). Increasing profits for small holder farmers by raising guinea fowls (*Numidia meleagris*) supplemented with fresh water hyacinth (*Eichhornia crassipe*) in the Mekong delta of Vietnam. *In Proceedings of The 10th Vietnam – Japan Scientific Exchange Meeting (VJSE2017)*, PH-3-80.
- Ha, T. N., Hien, T.N. N., & Thu, V. N. (2017). Effect of dietary crude protein levels on nutrient intakes, growth rate and economic returns of new zealand and crossbred rabbits in Mekong delta of Vietnam. *In Proceedings of The 10th Vietnam – Japan Scientific Exchange Meeting (VJSE2017)*, PE-10-79.

National (articles in Vietnamese)

- Hien, T.N and Thu, V.N. (2018). Factors of beef cattle production affecting to social-economic return of Khmer households in Tra Vinh province, Vietnam. *Journal of Animal Husbandry sciences & Technics (Vietnamese)*, ISBN 1859-476X.
- Hien, T.N and Thu, V.N. (2018). A determination of factors affecting to financial effectiveness of beef cattle households in Vung Liem district, Vinh Long Province, Vietnam. *Journal of Animal Husbandry sciences & Technics (Vietnamese)*, ISBN 1859-476X.