

JOSHUA JAMES YENSON

AI Operations Builder | Education Operations Manager

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product: getcentreai.com | Demo: app.getcentreai.com

PROFESSIONAL SUMMARY

Education operator with 5+ years managing people and workflows in a fast-paced, multi-campus environment. Also a daily, hands-on user of Claude and Claude Code, using AI to fix real operational bottlenecks rather than just talk about them. Currently manages 20+ foreign teachers at Vinalearn, where I've built and shipped automated observation reporting, lesson content generation, and workflow automation (Claude API, n8n) alongside the day job. I'm not an engineer. My actual skill is spotting the leverage point in a messy workflow, directing AI to build the fix, and getting people to genuinely use it.

AI-POWERED TOOLS BUILT & SHIPPED

CentreAI: Multi-Role SaaS Product for Language Centre Operations

- Teacher progress reports, parent communication, and owner visibility were handled as separate, disconnected manual tasks. Directed the build (via Claude Code) of a full multi-role application to fix that: "one report, three roles, no re-typing."
- A teacher's report automatically becomes a polished, bilingual (English + Vietnamese) Zalo-ready parent update, plus an owner-level operations view. No manual rewriting between roles.
- Shipped product surfaces: Front Desk overview, Class Schedule (with embedded coaching notes per class), Student Records (support notes, trial links, report history), a full Admissions pipeline (enquiry to trial to placement to enrolment), and Parent Updates. Deployed live on a custom domain.

CentreAI Lead Sourcing & Outreach Pipeline

- Extended the open-source Agent Reach capability layer (via Hermes and Claude) into an automated lead-sourcing and outreach-drafting pipeline for multi-platform lead discovery.
- Pipeline sources and qualifies leads, Claude drafts a tailored outreach message, then it's routed to a review dashboard for human approval before sending. 184 qualified leads and 110 drafts generated to date.
- Diagnosed a low reply rate as a targeting problem (generic inboxes vs. named owners) rather than a messaging problem, and rebuilt the qualification step to require owner identification. A real discovery-measure-iterate cycle, not a one-off fix.

Teacher Observation Report Generator

- The manual reporting process was slow and inconsistent. Built an AI tool (Claude API-driven) that converts raw observation notes into structured, professional reports against an 11-category evaluation framework, cutting report-writing time and standardising quality across observers.
- Adapted the same approach for a Math & Science programme with a different rubric, scoping the requirements, testing outputs, and iterating with AI until it fit that team's actual workflow.

Feedback Triage Automation (n8n + Claude API)

- Scoped and built (with AI assistance) a live n8n workflow that automatically classifies incoming teacher feedback and drafts a first-pass response, then routes it for human review. Designed, tested, debugged, and now running unattended.

Lesson Content Generator

- Put together a two-step AI pipeline that converts textbook page images into structured, ready-to-teach lesson content (vocabulary, lead-in, speaking activities).

WORK EXPERIENCE

Foreign Manager (Teacher Coordinator) | Vinalearn, Ho Chi Minh City, Vietnam

June 2024 – Present

- Oversee a team of 20+ foreign ESL teachers across multiple public school campuses in Ho Chi Minh City.
- **Identified inefficiencies in manual observation reporting and independently designed and built an AI tool to solve it**, now used as the standard reporting method for the team.
- **Applied a discovery-build-adopt approach** to introduce new systems to a team that hadn't asked for them, running structured onboarding and coaching to ensure genuine adoption, not just rollout.
- Lead full-cycle teacher recruitment: sourcing, screening, interviewing, and onboarding new hires.

- Conduct formal classroom observations using a structured 11-category evaluation framework, providing detailed written feedback to each teacher.
- Design, plan, and deliver in-house professional development workshops and training sessions tailored to the Vietnamese public school ESL context.
- Implement and manage a teacher KPI system to track performance, set targets, and support continuous improvement.
- Handle teacher complaints, wellbeing concerns, and conduct issues with professionalism and discretion.
- Perform regular syllabus reviews to ensure curriculum alignment, quality standards, and pedagogical relevance.

ESL Teacher | Vinalearn, Ho Chi Minh City, Vietnam

Dec 2019 – June 2024

- Delivered communicative ESL lessons to lower secondary (Grades 6–9) and upper secondary (Grades 10–11) students in Vietnamese public schools.
- Designed and delivered structured 90-minute lessons incorporating lead-in activities, vocabulary instruction, reading tasks, interactive review games, and speaking activities.
- Adapted lesson delivery to large, mixed-ability classes within the Vietnamese curriculum framework.

Personal Trainer | Bodytec, South Africa

2016 – 2019

- Managed a client base of approximately 100 active clients per month across individual and group EMS training sessions.
- Designed personalised training programmes and tracked client progress against individual goals.

Freelance Photographer | Self-Employed, Ho Chi Minh City, Vietnam

2017 – Present

- Provide commercial photography services to foreign-owned businesses. Specialise in street and lifestyle photography with an engaged following of 5,000+ on Instagram (@joshynson).
- Manage all aspects of freelance work independently: client briefs, shooting, editing, and final delivery.

SKILLS & COMPETENCIES

AI & Automation

- Daily use: Claude & Claude Code
- Workflow automation (n8n, project-based)
- Prompt design & AI orchestration
- Scoping & directing AI-built tools
- Testing & iterating on AI output

Management & Leadership

- Teacher recruitment & onboarding
- Classroom observation & evaluation
- KPI systems & performance management
- Change management & adoption
- Formal reporting & documentation

EDUCATION & CERTIFICATIONS

- Bachelor of Education (B.Ed), In Progress
- TEFL Certificate (120-hour), International
- Health and Fitness Diploma, HFPA Health and Fitness College, South Africa (2016)
- National Senior Certificate (Matric), Bracken High School, South Africa (2015)

ADDITIONAL INFORMATION

Languages: English (Native)

Nationality: South African | Location: Ho Chi Minh City, Vietnam

References available on request