
LAYHENG LOEM

Toul Kork, Phnom Penh ◆ (+855)98-503-132 ◆ loemlayheng@gmail.com

WEBSITES, PORTFOLIOS

- linktr.ee/loemlayheng.

PROFESSIONAL SUMMARY

I am a third-year student pursuing a dual degree in Management and English, with strong skills in analysis, communication, and cross-team collaboration. My experience includes using software, AI tools, and digital systems to optimize internal processes and support operational efficiency. I am eager to bring this expertise to a full-time role, contributing to both team success and overall business growth.

WORK EXPERIENCES

Junior Customer Success, June 2025 - Present

Youding (Cambodia) Co., Ltd

- Acted as the primary liaison between customers and developers, ensuring clear communication and timely issue resolution.
- Optimized internal workflows by redesigning customer-tracking spreadsheets and building a data dashboard for management visibility.
- Enhanced customer success operations through structured documentation, including user guides, manuals, and support materials.

Data Entry Specialist, December 2023 - Present

LOEM LY Construction Material Hauler

- Assist with data entry tasks, including inputting bill of lading to digital format while ensuring accuracy and efficiency in data management.
- Processed financial transactions, including bill of lading and business partner cheques.

SELF-EMPLOYED / FREELANCE

Website Designer, December, 2025 - Present

Freelance

- Designed and built responsive service-based websites for small businesses using website builders.
- Customized templates, branding, basic SEO, and managed site deployment and updates.

Dropshipping, January, 2023 - January, 2025

Self-Employed

- Managed a dropshipping business, gaining hands-on e-commerce experience.
- Developed digital marketing skills through online advertising.
- Created and maintained a professional e-commerce website, focusing on user experience and product presentation.

PRODUCT & AI PROJECTS

EZorder F&B 2.0 | Junior Product Owner

2025 - Present

- Spearheaded the strategic redesign of a food ordering ecosystem in collaboration with the Creative Product team, focusing on optimizing the user journey and modernizing the interface (UI) to align with current market benchmarks.

- Architected end-to-end user flows and product identity frameworks, directly contributing to the UI/UX design phase to ensure a seamless transition from conceptual requirements to a high-fidelity, trend-responsive product.
- Facilitated cross-team communication to ensure that design iterations met both technical feasibility and business growth objectives.

Youding's App Chatbot | Junior Product Owner

2025 - Present

- Conceptualized and executed the integration of an intelligent chatbot into the existing Youding product suite, aiming to automate customer interactions and streamline internal operational workflows.
- Developed a dual-centric product strategy that prioritized front-end consumer utility while simultaneously building back-end performance monitoring tools for internal product providers to oversee app health.
- Managed the project lifecycle independently under senior leadership, ensuring the AI solution reduced manual friction rather than increasing the technical overhead for the support team.

Productize Marketing Agency AI System | AI System Builder

2025 - Present

- Engineered an automated AI system for marketing agencies to transform raw customer data into cohesive brand identities and visual assets.
- Implemented advanced generative tools that utilize image referencing to produce production-ready marketing posters, significantly reducing manual design time for freelancers.

CS Internal Tool | Vibe Coder

2025 - Present

- Programmed a comprehensive suite of internal automation utilities—including image optimization, URL batch processing, and QR code verification—specifically tailored to eliminate repetitive manual tasks within the Customer Success department.
- Achieved a 87% increase in operational efficiency by re-engineering legacy workflows, successfully compressing a standard 8-hour manual workload into a 1-hour automated execution.
- Optimized internal data management processes by creating tools that ensured high accuracy in file naming and digital formatting, directly supporting overall business growth and team success.

SKILLS

- English Proficiency • Computer Proficiency • Critical Thinking • Creative Problem-Solving
- AI Utilization • Research & Report Writing • Adaptability • Adaptive Learning

TOOL & SOFTWARE

- Google Workspace • Microsoft suite • Meta Business Suite • Shopify
- Figma • Jira • Canva • N8N

EDUCATION

National University of Management

Bachelor's in Management | 2023 - Present

Institute of Foreign Language

Bachelor's in English | 2023 - Present

REFERENCE

Pisey Pove

Customer Success Manager

Youding

pisey@youdingapp.com

Telegram: [@Pisey_Pove](https://t.me/Pisey_Pove)

Voleak Heng

Sale & Marketing Manager

Youding

voleak@youdingapp.com

Telegram: [@nai_emic](https://t.me/nai_emic)

Liratanak Ann

Tech Lead

Youding

liratanak@youdingapp.com

Telegram: [@liratanak](https://t.me/liratanak)