



AI Leader Certification

ISSUE DATE

September
2025

VALID UNTIL 30 SEP 2026

This certifies that

Duong Nguyen

has demonstrated practical expertise by
implementing a minimum of five AI Assistants.

HEREBY RECOGNIZED AS A

Certified AI Leader

VALIDATED BY

Daan van Rossum

FOUNDER & CEO, FLEXOS



Duong Nguyen's AI Assistants

 **Lead with AI**



Duong Nguyen
September 2025



Sentiment Detector

Power Automate + AI Builder

Automatically detects sentiment in incoming customer emails and alerts supervisors to negative cases for faster resolution.



Freshdesk Support

Copilot Agent

Delivers instant, accurate answers from the Freshdesk knowledge base directly in SharePoint to reduce search time for support agents.



Training Video Creator

ChatGPT + Gamma + Heygen

Transforms training documents into short, engaging video tutorials with slides, narration, and avatars.



Report Dashboard Generator

ChatGPT Code + Streamlit

Generates a web-based analytics dashboard pulling data from Freshdesk to visualize KPIs and performance reports for leadership.



Policy Implementation Advisor

Custom GPT

Converts company security policies into actionable, ISO-aligned technical controls for enforcement and audit readiness.