1:43 - 1:50: Good morning! As part for an introductory subject in my IT degree.

1:50 - 2:00: I will request to conduct an interview with an IT professional to have a better understanding of a day of work in the IT industry

2:00 - 2:08: I would appreciate if you could set aside 30 minutes of your important time to speak with us about this.

2:08 - 2:12: ...and your responses will be included in our assignment report.

2:16 - 2:25: First of all, I want to know some of your background information, like which school do you participated in and which company have you worked with ?

2:26 - 2:31: OK so hi Son ! It is very nice to meet you today.

2:32 - 2:49: Basically I was reading the degree at MDIS in Singapore, is the University School in Singapore

2:52 - 3:02: I read this degree for about 4 years, and after that I went back to Vietnam to start my career

3:03 - 3:21: I have been working for two companies. The last company I was working for about 2 and 1/2 years and now I'm working at FPT software for 2 years.

3:24 - 3:30: Why do you want to work in FPT ? Why did you choose this company ?

3:31 - 3:42: OK so I want to learn about the professional ways of working in a project

3:42 - 3:51: ...like how FPT manage a project, who are the people that are in a project ?

3:52 - 4:12: And then after I have good experience, I can be more confident to go out and work in other companies. Maybe I can start with a leader in a leader state.

4:14 - 4:21: Yeah and soo...please can you tell me about your IT work and exactly what you do in FPT ?

4:22 - 4:29: Okay for currently I work as an iOS developer.

4:30 - 4:46: It's like...I develop iPhone applications for the company. I worked in many projects, different projects.

4:48 - 4:58: Please tell me about the industry you work in and other kinds of work you have to do in the FPT

5:00 - 5:11: I have bene working in FPT for 2 years and I have joined about 3 projects.

5:12 - 5:17: The first one is about the Avivation industry

5:20 - 5:29: All I have to do is to develop some features related to aviation industry like...

5:30 - 5:43: What this application does is that it show information about flight, the weather information, the pilot information of a flight,...

5:44 - 5:55: ...the other team members, the customer of the flight and many of the documents of the flight and many more.

6:05 - 6:20: OK another project is ummm....I developed an e-commercial application for Viettel company.

6:22 - 6:42: And another one is to develop an application for French company, they hired FPT to develop this to connect the application with the locker

6:43 - 6:52: ...so the user and the shipper can use the application to manage all these things.

6:55 - 7:02: In these 3 projects, which one do you feel the most pressure, which one is the most special for you ? *****************

7:03 - 7:09: The most pressure would be the one, the project that I worked with Viettel.

7:10 - 7:25: This project is really tough, sometimes I do have to work lately at night, maybe until 1 AM or 2 AM to meet the deadline.

7:27 - 7:40: But the project is not really anything that I didn't do before, it is just that we need to develop it in a short amount of time.

7:42 - 7:49: About the deadline, what do you do when you are working and you might miss a deadline ?

7:51 - 8:02: For this problem, we have to manage it. First, we have to divide what kind of features we need to develop,

8:02 - 8:17: ...and each feature we have to analyze and then confirm that maybe this feature we had to take three days or a week to develop

8:18 - 8:28: So once we feel that maybe this feature we need one week to develop, but until the 5th day, we found that we could not...

8:28 - 8:36: We could not finish it, we have to report to the project manager.

8:37 - 8:51: So that the project manager will give us some OT like we have to do OT for overtime.

8:51 - 8:59: Maybe we have to stay late at night until 10 PM, sometimes even 12 PM to finish the job.

9:02 - 9:08: Even if we do overtime and we could not finish the job though, the project manager have to extend it for us...

9:09 - 9:14: ...and have to talk to the customer and discuss about this problem

9:15 - 9:20: So about the projects you work with a French company...

9:21 - 9:27: I think it's a really new application in Vietnam. Can you describe more about it ?

9:28 - 9:46: Oh yeah, for this project in Vietnam, we don't really have this way of work for the e-commercial company, and the shipper and the customer.

9:48 - 10:05: Basically, it's like we are the customer, we buy things and staffs like clothes, electronic things on the website of a company like...

10:06 - 10:16: You know AliExpress or something? Maybe in French they have the same

website/application
so the user go and look for the things they want to buy

10:17 - 10:31:... and once they purchase it, the sender/seller will send to the shipper and the shipper
will get the things/products from the seller.

10:31 - 10:43: Then the shipper will go and put it inside the locker. There are hundreds of
locker there, so each locker will have one ID.

10:44 - 10:55: Then shipper will have information to wish the locker. The shipper have to put the products inside
and then they will push a notification to the user.

10:56 - 11:06: Then the user will come and open the position that we developed. Then the user log in with their account
and connect with the locker

11:07 - 11:23:... and then from the application, they can press to open and close the locker, then they can take their
product home. That's is the way of this project can do.

11:24 - 11:33: So it's a really security way to preserve your product when we want to ship it, right?

11:34 - 11:35: Yeah, it was.

11:36 - 11:38: So who are the different people you interact with in your work?

11:39 - 12:14: People in my work? I have met many people. Firstly would be my boss, we call him "bullet", he manages
a few hundred of people. Actually I don't see him much in a day because he's not always there. We don't see him everyday.

12:15 - 12:43: The next one would be my project manager. He sit with the team and we see him everyday when we have the
problem with the companies or any issue that mostly not related to project.

12:44 - 12:52: And then my technical leader who lead all the development/technical team to support us.

12:53 - 13:10:We also have test leader, and then my college who work with me everyday. We discuss the problem we face
and what we have to do.

13:11 - 13:17: So what are three words do your co-workers use to describe you?

13:18 - 13:39: Ok this is hard because usually people don't describe others, but I think that fun would be one
one of them, and then smart and hard working.

13:40 - 13:58: About the carrer, do you want to become a company manager or the leader or the director in the future?
And how can you improve from your current position?

13:59 - 14:27: For my current position, I am just a middle developer, so I plan to become a technical leader. Become
a company manager is not impossible but it is not easy to reach that level.

14:28 - 14:46: But first, for now, my goal is become a technical leader so I just have to learn and work hard everyday,
work smart and all these to reach those levels, you know?

14:49 - 15:02: Thanks. So about interactions with other IT professionals, when you work with French company or Viettel, do you
meet a lot of IT professional and learn a lot from them?

15:03 - 15:24: Absolutely yes, I have met many of them. They have been working in this IT industry for 5 to 10 years. But for me,
I'm just working for 4 years, so they are much more experienced than me. They are very knowledgeable.

15:25 - 15:52: They are friendly, most of them will share their experience to me about what problems they have faced in the past.
They guide me how they resolve or manage all those problem, so I have a chance to learn from them a lot.

15:54 - 16:01: About your client in investor, how's your relationship with them?

16:02 - 16:23: Of course every time is very good. The customer and the client are very friendly and kind. They are open and will support
whatever we need like devices to work with.

16:24 - 16:51: For example, as a iOS developer, we need iPhone or iPad. We have to report to them and once they confirm that is
applicable, they will support us by sending devices to help development team.

16:53 - 17:06: Can you provide a example of challenging with your co-worker or with your relationship, have you ever met this situation?

17:07 - 18:00: Yes, of course. Sometimes I do face this situation because the differences of characteristic. Not eveyone you will
work well with. One of the issue that I have faced is one of my college who is a testeR. when she have blocked a bug for me, she didn't
upload proper image/file I need to chase this bug.

18:01 - 18:27: Then I have to go and ask her but she is really not friendly to me. She said that what you did you have to tell her,
so I have to ask her so many times. Sometimes, I feel very bad and very angry about it.

18:28 - 18:46: But then after that we will be fine at the end. We will put aside all the problem. Afterwork, we can go and eat with
the team and talk about it later. But it's not a really big problem to me.

18:48 - 18:55: Can you wait me a minute? I have a technical issue that my headphone cannot connect to you.

18:56 - 18:58: Really? Ok.

19:01 - 19:03: Hello, is my headphone alright?

19:04 - 19:05: Ok.

19:12 - 19:20: So what aspect of your work do you spend the most time on and please tell me about it?

19:21 - 19:57: Most of the time I sit infront of my computer, typing the keyboard
just to follow all the project did. The feature, the design,
the loop and what I have to do make it, not perfect, but 99% to 100% complete.

19:58 - 20:14:... and then I use all the tool that I need. After my work like one
of the feature I have done, I have to upload it online to a
management control server so I won't lose it.

20:15 - 20:32: After work, I just sit at my computer, do, and research about what I
have to do or typing the keyboard. That's it.

Interview:

20:33-20:37: So which's aspect of your work do you find the most challenging ?

20:37-20:51: The most challenging would be all the thing that i have not work with
before, like a new technology is one of the thing.

20:52-21:00: If this technology I have not … experience it before so I have to
learn from the base.

21:01-21:10: I have to go online, google to research all this to learn this
technology and then I apply it to the project.

21:11-21:20: So sometime these technology is easy … not that difficult, but then
another one is really difficult.

21:20-21:30: Tell me about a work problem that required a complicated solution and
how you come up to resolve it ?

21:32-21:34: Sorry can you repeat ?

21:35-21:41: Um tell me about a work problem that required a complicated solution
and what did you do to resolve it ?

21:42-21:55: Ok … sometime we face a very big problem and you know in this
development team or industry.

21:56-22:03: Sometime the logic is like you know parallel, a lot of logic in this
coding.

22:04-22:17: So … for this problem we have to work with our technical leader and
maybe a few more of my teammates.

22:18-22:24: So we have to sit together maybe for about two or three days or even a
week to solve this problem.

22:25-22:42: But … like our technical leader have to go and do a research on or
maybe guide us what is the technology we have to do to resolve this problem.
22:43-22:57: How we have to do it and then we will, me and my teammates will work
together to apply to this problem and then finish it.

22:57-23:07: Now about tools and strategies, do you usually organize and prioritize
your work to reach the best goal ?

23:08-23:12: … Hmm … sorry

23:12-23:21: Uh, about strategies and do you usually organize and prioritize your
work to reach the best goal ?

23:21-23:40: Hmm,… for myself or my company, we do follow … Hmmm …. We call it you know, so to manage better, to manage this project better.

23:41-23:47: We have daily meeting every day, and then we have sprint, you know one sprint.

23:48-23:58: Maybe we divide it into two weeks, we call it 1 sprint and then start of sprint we do a planning for this features.

23:58-24:06: What other features we have to do in this sprint and then every day we have to do daily meeting.

24:07-24:18: In a team member, each team member we have to report to team leader on what we did yesterday and what we are going to do for today.

24:18-24:33: And then what are the problem we are facing, ok and then how we resolve it, do we have any .. umm .. strategies to resolve the problem.

24:33-24:52: And then at the end of the sprint, we have retro spective to what we need to do, what problems we have in this sprint and how we do it to improve on the next sprint.

24:52-25:00: That is how we manage a project so that we will achieve the goal and better for us.

25:01-25:12: Can you share an example of the work you do that best capture the essence of IT industry?

25:12-25:25: Hmm … one example of the work … maybe I can share you my .. oh i did share you the last project that is the locker, yeah.

25:26-25:40: So finally, can I ask you that do you want to some day you go out the FPT company and start your own business ?

25:40-25:47: And become the maybe the director, the manager of your own company, you ever think about it ?

25:48-25:59: Actually I don't ever think about about what like I will become CEO or director or whatever manager, I never think of it.

26:00-26:21: But I did have a dream to open a company and then what my dream is what this company does is that I want to develop ... many application from my experience and my knowledge.

26:22-26:27: I want to develop applications that help … help… people you know.

26:28-26:50: yeah .. umm … yeah, that help people like about the healthcare or maybe a smart home or maybe … one of this was theE-commercial that people sell things and other buys not from business to business but like users to users.

26:51-27:01: Thank you for your valuable time sharing with us and hope you can help me in this industry in the future.

27:01-27:14: Ok definitely yes I will try my best to help you from what I know for the past few years of experience.

27:15-27:24: Pls just ask me if you have any problems or you need help, it's my pleasure to help you.

27:25-27:28: Thank you, I hope you have a great morning.

27:28-27:31: Ok you too.

27:31-27:33: Goodbye

27:34-27:35: Bye bye see you soon.