

LY ANH HUY

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PROFESSIONAL QUALIFICATIONS

- 25 years of experience in both commercial and IT software development environments, focusing on digital transformation.
- Strong experience in project management, being PMP, PMI-ACP, CSM, and PSM II certified.
- Extensive experience collaborating with leadership and cross-functional teams.
- Strong understanding of software development and IT service management processes.
- Good understanding of AI, machine learning, deep learning, generative AI, and AI agents.
- Proven ability in building and leading high-performing teams.
- Well-equipped with management and leadership skills.
- High motivation, reliability, flexibility, and attention to detail.

EDUCATION

2005 – 2007 **Master of Business Administration (MBA)**
 CFVG (French - Vietnamese School of Management)

1994 – 1998 **B.S. in Information Technology**
 Ho Chi Minh City University of Science
 Ranked 7th among graduates of the Faculty of Information Technology in 1998
 Grade of graduation: Good
 Thesis marks: 9/10
 Total average marks: 7.41/10

❖ Professional Certifications

2024 – Microsoft Certified: Azure AI Fundamentals certification from Microsoft
2023 – AWS Certified Cloud Practitioner certification from Amazon Web Services (AWS)
2022 – Professional Scrum Master II (PSM II) certification from Scrum.org
2020 – PMI Agile Certified Practitioner (PMI-ACP) certification from Project Management Institute (PMI)
2020 – Professional Scrum Master I (PSM I) certification from Scrum.org
2018 – Certified ScrumMaster (CSM) certification from Scrum Alliance
2017 – ITIL Foundation Certificate in IT Service Management certification from AXELOS Global Best Practice
2016 – Project Management Professional (PMP) certification from Project Management Institute (PMI)
2002 – IBM Certified Specialist in DB2 UDB V6.1/V7.1 User
2000 – Microsoft Certified Professional (MCP) in Windows NT Server 4.0
2000 – English C-level (Advanced) certificate from Ho Chi Minh City University of Education

TECHNICAL SKILLS

- Programming: HTML, CSS, JavaScript, ReactJS, Python, NodeJS, SQL Server, PostgreSQL, MongoDB
- Data Analysis and Visualization: Pandas, NumPy, Matplotlib
- Machine Learning, Deep Learning: Scikit-Learn, PyTorch
- AI-powered Workflow Automation: n8n

WORK EXPERIENCE

06/2024 – 04/2025 SNB Group UK**Software Engineering Manager** (Remote, Contract)

- Build the Vietnam team, including developers and QAs.
- Be the line management of 3 squads with some leads in the UK and the rest in Vietnam.
- Collaborate with product managers to define product backlog, prioritization, and roadmaps.
- Ensure adherence to Agile frameworks, i.e. Scrum and Kanban, and Agile best practices.
- Manage squads' priorities, resource allocation, delivery schedules to meet roadmap timelines.

06/2023 – 06/2024 dentsu Vietnam**Technology Transformation Partner**

- Partner with market leadership team and regional IT teams to synchronize and drive key priorities, e.g. business process automation, IT operation management.
- Analyze business pain points and needs, initiate and drive the value-justified projects to automate internal work process via technologies, e.g. collaboration tools, GenAI.
- Strengthen security of several applications through partnership with global/regional security, legal, and the market project teams. Helping project teams to comply with the security and legal need to safeguard the business.
- Responsible for IT budget of the market, ensuring running and project budgets are captured and aligned with regional IT leadership team to synchronize with global and regional direction.
- Ensure local IT team understands and follows global/regional defined processes and standards. Capture operational related needs from key stakeholders and drive the delivery of solutions to those needs.

03/2022 – 06/2023 Hansen Technologies**Software Development Manager**

- Responsible for leading the Vietnam team of software engineers, test engineers, and functional analysts.
- Be the Scrum Master of 2 distributed Agile development teams.
- Improve the team's engineering practices and techniques for Agile development and delivery.
- Coordinate with account and program managers in stakeholder management, ensuring clear and timely updates.
- Mentor members with one-on-one sessions of goal setting and performance review.

09/2020 – 02/2022 Red Wok**IT Manager**

- Manage all IT related activities at Head Office, Central Kitchen, and 26 restaurant outlets across 4 brands, i.e. Wrap & Roll, Lẩu Bò Sài Gòn Vivu, BiaCraft, and Quán Ụt Ụt, to ensure day-to-day operations run smoothly and efficiently.
- Manage the performance of all business applications like SAP B1, POS, E-Invoice at Head Office and restaurant outlets.

- Lead and act as Agile coach for the digital transformation project to improve the speed and accuracy of service by implementing handheld POS and Kitchen Display System (KDS) in all restaurant outlets.

05/2020 – 09/2020 Freelance Project Manager

- Work as a freelance Project Manager for Sodexo Vietnam on system integration projects and the project to enhance the existing E-Commerce website.

**01/2018 – 01/2020 Häfele Vietnam
IT Manager**

- Manage the roll out of and support for Häfele global IT systems, including SAP ECC ERP, QlikView BI, OneWeb Online Shop, AIS Sales CRM (CRM system for sales representatives), and the local systems like e-Invoice, vTiger CRM, Bartender Barcode Label, Häfele Home Online Shop.
- Identify gaps, raise demands/ change requests for enhanced application functions in SAP and other global systems.
- Manage external vendors on vendor selection, contract negotiation, service delivery and support.
- Manage IT related activities at offices, distribution centers, showrooms nationwide to ensure day-to-day operations run smoothly.
- Lead the development and implementation of local IT applications, like e-forms/ automated approval workflows, document management system, and stock related reports.

**03/2013 – 10/2017 DKSH Vietnam
Business Solution Manager, Business Unit Healthcare**

- Be responsible for IT projects of BU Healthcare.
- Manage EchoPlus Electronic Territory Management System (EchoPlus ETMS), Sales Force Administration system (SFA), Proof of Delivery system (GPOD), Customer Inventory Management system (GCIM), Client Care System (CCS), Data Mining/Reporting tools and the performance of staff in Business Solution team.
- Manage the acceptance test and the roll-out of new application releases, patches, fixes.
- Manage the implementation of new applications.
- Lead the training and post go-live support work, raise change requests for system enhancements.
- Collaborate with Corporate IT (CSSC) in Malaysia, regional Center of Excellence - Sales and Marketing in Thailand, and local IT team to implement or roll out the projects.
- Lead the definition of business requirements for the projects, provide the solutions, prepare functional requirements specifications.
- Support the implementation of Sales Force Effectiveness (SFE) project to all the sales teams, provide SFE KPIs reports.
- Provide sales analysis reports, dashboards and other reports for Management, Clients and internal departments.
- Manage the development of local applications, like Sales Force Administration, Healthcare Professional Database Tool, Tender Data Insight Tool, YPC Online Booking, Delivery Map & Active Customer Tool, Tender Management System, Added Value Business Tool, etc. or enhancements to existing applications.

- Development and sales of Business Solution's Value Added Services (VAS) including EchoPlus, SFA, Data Mining, and Customized Reporting services (in which, EchoPlus and SFA solutions follow SaaS model).
- Measure clients satisfaction and develop action plans to improve.
- Build and manage customer and contact databases and customer classification (Doctor, Hospital, Pharmacy, Pharmacy Company, Wholesaler, etc. databases).
- Control P&L of the department.

**07/2011 – 02/2013 Metro Cash & Carry Vietnam
Business Application Manager**

- Manage the performance of business applications, e.g. Goods Management System (GMS), Bonus Settlement system (MMS-BS), Metro Point of Sales system (MPOS), Metro Data Warehouse (MDW), Total Profitability Tool (TPT), etc. and the performance of application specialists in Business Application team.
- Manage the roll-out of harmonized applications.
- Perform gap analysis, analyze the demand and manage the demand/change request process for enhanced application functions.
- Manage the installation of new application releases, patches, hot fixes and the delivery of resolution to problems on business applications.
- Lead the development of local IT solutions, like Workflow Management System, IT Fixed Asset Management Tool, to improve operational efficiency.

**05/2009 – 06/2011 Netblue (a US based company - <http://www.netblue.com>)
Project Manager**

- Manage the development and maintenance of AdModus system, which is an online ad serving platform developed in Java.
- Lead Vietnam development and QA teams, work with US based project managers.
- Make plan for completing the project, supervise project progress.
- Participate in software process improvement, quality improvement initiatives.
- Participate in design and code reviews.
- Provide guidance to the team for using best practices and coding standards.

**02/2008 – 03/2009 Vietnam Solutions (a Holland based company - <http://www.imikssolutions.com>)
Supervisor**

Vietnam Solutions (VietSol) is a start-up software outsourcing company with client base in the Netherlands. Be responsible for overall management of the company in Vietnam as follows.

- Set up policies, processes, templates, work instructions for development of software projects and day to day operations of the company.
- Manage the administration, human resources, finance of the company in Vietnam, report to head office in the Netherlands.
- Recruit software developers.
- Build company website, network, source control system, bug tracking system.
- Conduct technical researches and internal trainings. Develop employees in technical and soft skills.
- Apply Agile methodology for implementing projects.

- Project Manager of Hotel software project developing a Hotel Reservation System and a Hotel CMS with Online Reservation function. Responsibilities include requirement gathering, proposal making and estimation, planning, designing, building, testing, deployment, and project management. Tools and technologies used include .NET 2.0, ASP.NET, C#, Ajax, NHibernate, DotNetNuke, SQL Server.

01/2004 – 06/2007 Softech & Associates (a US based company - <http://www.softech-assoc.com>)
Senior Software Engineer, Technical Leader

Softech & Associates provides document imaging and workflow solutions.

- Lead Vietnam development team to implement the projects, work as a technical leader for DocWizard and related programs. DocWizard is an easy-to-use web-based application for FileNet document management systems.
- Develop DocWizard and related programs using ASP, COM, JavaScript, Ajax, Visual Basic, SQL Server.
- Daily discuss tasks and issues with US team via email, bug tracker system, phone and instant messenger.
- Daily deliver source code to US office for source code synchronization.
- Assign tasks for team members and monitor performance.
- Provide advice, guidance and assistance to team members in solving technical issues.
- Recruit software engineers to the development team.

01/2001 – 08/2003 Global CyberSoft (a US based company - <http://www.globalcybersoft.com>)
Software Engineer

Work in Factory Automation division to develop outsourcing software projects for customers.

- Member of NIC-EES team that developed nApple system for Yokogawa Electric Corporation (a Japanese client). nApple is a program that monitors data from equipment in the FAB periodically according to plans. Be responsible for designing and implementing Data Access and EFP Access modules in the core package of the program. Tools and technologies used include MS Visual C++, MFC, DCOM, SOAP, ADO, SQL Server, multithreading and synchronization.
- Member of EFP team that developed E-Fab Doctor Passport (EFP) system for Yokogawa Electric Corp. EFP is a program that controls SECS messages exchanged between host and equipment in the FAB and acts as a platform for data collection from client system. Be in charge of designing and implementing Data Dictionary module. Tools and technologies used include MS Visual C++, MFC, DCOM, XML, multithreading.
- Team leader of GEM development team that developed a library based on SEMI E30, using Java, Java Swing.
- Design and develop e-Field service. E-Field is a web-based application used to help manufactures and OEM suppliers in managing and solving problems of equipment in FAB. Tools and technologies used include Servlet, JSP, Tomcat, DB2.
- Optimize and measure the performance of Jboss application server.
- Attend extensive internal training in MES, Factory Automation and 300m standards (SECS II, HSMS, GEM, OBEM).

09/1998 - 12/2000 Computer Science Center of HCMC University of Science
Researcher & Developer

Work in Software department to develop business applications for the enterprises, and be a lecturer at Computer Science Center.

- Project manager, system analyst of IAS (Integrated Accounting System) program.
- Lead the implementation of IAS projects for the customers.
- Develop IAS using Foxpro for Windows.
- Lecturer of programming courses including Visual Basic, MS Access, C, Pascal.

FURTHER INFORMATION

- Date of birth: 07th November 1975
- Sex: Male
- Interests: Travelling, ping-pong