



Hoang Pham

ODC Deputy Manager

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Previous Employer	LacViet Computing Corp.
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Offshore Development Center Deputy Manager

Proven Technical & Management Expertise in Career Spanning 14+ Years

Summary Information

- 14+ years of extensive experience Technical Management, Project Management, Process management & Software Programming
- Over 10 years of experience in software outsourcing services and software product development for US, Canada and Asia markets
- 6+ years of experience on Offshore Development Center Management.
- Strong experience in system analyses, design and develop for distributed systems, multi-tier systems and SOA/ SaaS applications for .NET platforms with complex integration workflows.
- Manage technical staff in the delivery of technical capabilities across multiple features and maintain responsibility for quality delivery on time and under budget.
- Managed complex RFPs responses Managed EDI service, system integration...) in terms of gathering information, architecting the solution and compiling the SOW / BOQ, and providing the Technical / Business responses
- Software development operations management consulting, especially for zero process organizations.
- Be the design authority for customer oriented, **cost effective solutions**.
- Responsible for the coordination, delivery, and quality of presales technology solution deliverables within the deal which may include items such as configurations, architectural diagrams, and proposals.
- Provide DiCentral Product **training** to the Asia Business Partners/ VARS/Resellers.
- Interested in challenging integration projects and coming up with eBusiness strategies/ ideas to provide a company with a competitive edge to gain additional global market shares

- Ambitious, self-motivated, and goal-oriented individual with a passion for automating processes to minimize operational cost

Objectives:

- Be an expert in supply chain analysis
- Become a solutions driver who bridges the gap between business and technology with expertise in managing complex programs and multiple concurrent projects

Detail Information:

Education & Training

TIME	COLLEGE	TRAINER / DEPARTMENT	CERTIFICATE
3/2012	Management Quality Institute	Management Quality Institute	Project Management Professional (PMBOK4)
9/2011	PACE Institute of Directors	PACE Institute of Directors	Management for Middle Manager
1/2009	University of Natural Sciences	University of Natural Sciences	Object Oriented Analysis and Design with UML
7/2007	Microsoft	Microsoft	Microsoft Certified Business Management Solutions Specialist in Trade and Logistic
2/2002 – 2004	National University	Information Technology Department	June, 2004
1997 – 2002	University of Natural Sciences	Physics Department	Bachelor in Physics

Technical Summary

- **Programming language & Frameworks:**
 - ✓ C#, ASP.NET, VB.NET, ASP.NET, MSMQ, COM/DCOM, WCF, WF, .NET platform, Restful/SOAP Web services
- **Enterprise Resource Planning (ERP)/ Accounting Systems / eCommerce:**
 - ✓ On- Premise: SAP B1, Peachtree , Microsoft Dynamics AX, GP, NAV, Acomba
 - ✓ Cloud ERP: Quick Books, Net Suite
 - ✓ eCommerce: Amazon, eBay, Magento, Shopify, Xero, WordPress
- **Development Tools/Components**
 - ✓ DevExpress, MS Enterprise Library, XML, Crystal Report, UML, Eclipse, TFS, VSS, CVS, SVN, JIRA, Rational Software Modeler, Microsoft Visio, NUnit,
- **Database**
 - ✓ SQL Server, My SQL, Oracle, No DB, Mongo DB
- **Management Process/ Metrology/Framework:**
 - ✓ RUP, Agile, Scrum, CMMi, PMBOK 4
- **Other Skills:**
 - ✓ Architectural Patterns (n-Tiers, SOA, MVC/MVP, SaaS)

Business Domains:

- Logistics / Transportation / Supply Chain
- Inventory / Warehousing (3PL/ CFS/ Bonded WH)
- Scan & Pack and Scan & Verify processes
- Vendor/ Supplier Management
- Account Payable / Account Receivable / General Ledger
- Customer Relationship Management (CRM)
- Material Requirements Planning (MRP) / Manufacturing
- Fulfillment process
- Human Resource Management / Talent Management
- Data Marts, Business Intelligence
- X12 EDI transactions for Supply Chains & EDIFACT transactions for Ocean Freight Shipping
- Automotive

Foreign Languages

Language	Communicate	Read	Write
English	Good	Good	Good
French	Average	Average	Average

Professional Experience Summary

Date	Company Name	Position	Reference
1/2011 – present	DiCentral Co Ltd	Offshore Development Center Deputy Manager	+ http://DiCentral.com + Mr. Hung Le –Project Manager – 098.388.8422
7/2006 – 2010	DiCentral Co Ltd	Project Leader	+ http://DiCentral.com + Mr. Bang Vu –Project Manager - 090.803.4233
3/2005 – 7/2006	Lac Viet Computing Corp	C#, Axapta Technical Team Leader	+ http://www.lacviet.com.vn
1/2004 – 2/2005	World Soft	NET Developer	http://worldsoft.com

Professional Experience:

Offshore Development Center Deputy Manager

DiCentral, From Jan, 2011 – Now

Acting as Program Manager of Offshore Development Center which is providing Supply Chains products for 30000 global Hubs/Vendors and being responsible for the following accounts:

1. Presales Solution Architect, provide Solution Support to Business Partners and DiCentral Asia office (India, Japan, China, Vietnam)
2. Operations & Process management
3. Managing Outsource Projects
4. Product/Project Oversight and Program Management for Supply Chain products and ERP/Accounting Integration Projects

Presales Solution Architect

- Assisted sales organization in pre-sales technical capacity with business analysis and acted as a liaison between sales & development department.
- Received information from all necessary stakeholders within the customer's firm to provide technical solutions and suitable support to convince client's technical decision-maker.
- Provide Product **training** to the Business Partners/ VARS/Resellers.
- Responsible for the coordination, delivery, and quality of presales technology solution deliverables which may include items such as **business solutions, architectural diagrams, and proposals**
- Ensures that proposed solutions/technical solutions, when implemented, meet the needs and functional requirements of the customers
- Support for complex RFPs responses in terms of gathering information, architecting the solution and compiling the SOW / BOQ.

Biggest deal: support DiCentral Japanese win a **12 million USD** contract to deploy a Host -To - Host Payment System & a Service Bureau for Bank of Tokyo Mitsubishi UFJ & other Mega Banks in Japan.

Operation & Process Management

- Manage a division of **20** software development teams (total **120+** headcounts including PM/PL/ TLs, TA, BA,SE & QCs)
- Plan, direct, and coordinate all daily activities associated with writing software.
- Successfully deploy Project Server & Timesheet system to share project visibilities to internal stake holders & customers.
- Training/ coaching important domains/ Products such as EDI, ERP systems, Supply Chains, Logistics, Inventory to new hired PMs/Leaders.
- Define customized project management processes (Agile/ CMMI/ Customized Development processes)
- Ensure the development teams are practicing the core agile principles of collaboration; prioritization, team accountability, and visibility;
- Review resource plan/ workload/ capacity/ availability of each team project to ensure that the production resources are allocated and planned effectively
- Build knowledge management system (integrated with TFS) to keep track technical skills/ business domains (Talent Management) to support Management Board selecting suitable/relevant resources when initiating new projects.
- Build project historical data (through case studies/ best practices)
- Define Key Performance Index - KPIs and collect performance data to evaluate the performance of the department / team / projects.

Oversight Outsourced projects

- Support teams to design/review software architecture, system analysis, system integration models, classify project risks & risk solving plans.
- Help the team to translate business requirements to technical requirements using Unified Modeling Language (UML /Visio)

- Drive team through entire deployment process of various e-commerce web applications/ Enterprise applications for Vietnamese customers such as Sai Gon New Port, Daikin (E-Warranty, Bingo, etc.), Metro (Cloud Web EDI system)
- Responsible for outsourced project management/ up-sales projects within the time limit and under budget.
- Provide consistent quality of our project deliverables through the definition and continuous improvement of system, processes and methodologies

Major Successful Projects (The top 3 biggest):

Project	Remark	Customer
<u>Ocean EDI Terminal</u>	Provide Sai Gon New Port a cloud platform to perform all Electronic Data Interchange (“EDI”) services for the Port Authority’s Container Terminals. The Port Authority will collect and produce EDI messages (BAYPLAN, CODECO, COREOR, etc.) of many types to and from multiple entities. These entities include but may not be limited to 44 shipping lines and their agents (ACL, OCL, CMA, CNC, DEL, EMC, HJC, KLL, etc.) to Vietnam Customs and Border Protection, stevedores, trucking companies, and chassis providers.	Sai Gon New Port
<u>DiWMS</u>	DIWMS is a complete solution for managing CFS Warehouse, Inventory, and EDI Integration, helps Sai Gon New Port to reduce ~ 40% effort for inventory on-going operation. Integrated with TOPOVN, TOPX systems, WMSVN also helps to reduce the dwell time and increase the performance of the whole port.	Sai Gon New Port
<u>Medifr</u>	A platform for healthcare providers across multiple practices, facilities, and organizations to collaborate on patient care. It starts from the core provider-to-provider transaction, the referral of patients from a physician to a specialty	DVRS Health Solutions

Product/ Project & Program Management

- Owned the entire development cycle for the products, from idea stage to completion & delivery.
- Maintained roadmap for R& D solutions.
- Supported internal & external stake holders with product strategy, content, vision and participated actively with a pragmatic approach supporting sales, marketing & delivery & support.
- Worked with integration & delivery teams to ensure successful implementation of software solutions within my influence
- Provide consistent quality of our product deliverables through the definition and continuous improvement of system, processes and methodologies
- Managing plan to update both technical and business documents (High level requirement / Business case / Use case, Design document, Deployment doc, etc.) for reengineered products (inherited from M&A processes).

- Review Unit Testing / Automation testing master plan applied for our products to reduce on-going manual testing effort.
- R & D and Initiate Critical/ Strategy products/ projects for DiCentral

Major Successful Program/Products (Top successful Supply Chain Products):

Product	Remark	Relevant customers
<u>Cloud Interchange Platform (CIP)</u>	<p>A user-friendly, large-scale B2B EDI eCommerce (Multi-tenant cloud based solution), help small & medium businesses apply complex EDI requirements of their trading partners.</p> <p>EDI transactions are effortlessly validated, transmitted, and completed quickly and without delays. DiWeb offers real-time visibility of all your documents throughout the entire supply chain</p> <p>With more than 30000 Vendors & Big Retailers are using our CIP platform & trillion of data records, we can help a new Vendor easily catch up with thousands of trading conditions of Retailers, help them to prevent chargebacks & enhance their sales process.</p>	Walmart, Costco, Kohl, Walgreen, JCP Penny, AAFES, BBB, Academy, Kmart, Nordstrom, Sears, AEON, Metro...
<u>DiWMS</u>	DiCentral has many WH products such as DiOMS, DiSmartTurn, and WMSVN. Every product caters to the needs of different WH industry such as CFS, Bonded, 3PL , etc. The purpose of this project is to merge those products into a centralized and standardized product and will apply UI/UX approach to overcome the difference between Web/ Desktop users.	Infinita, Dropics, Kendo, MindsInSync, Bari Home, Hydra...
<u>Base2</u>	Base2 solution caters to the automotive parts manufacturer that must meet the requirements of the Just-in-Time manufacturing industry. Base2 works with hundreds of trading partners in multiple industries including Automotive Tier 1 , and Tier 2 , Off-Road, and Heavy Machinery. Base2 is Honda certified for EDI and bar code labeling.	Madision Precision, Honda, Kapco, Yamoto Corporation,
<u>DiSmartTurn</u>	A complete 3PL cloud WMS solution (Multi-tenant) that provides complete visibility on the quantity, location, and status of inventory flowing in and out of a location or multiple warehouses. As a managed service , there is no hardware to buy, no software to install, no network to set-up and no technical staff to maintain. As a result, warehouse operators don't have to worry about system deployments, performance, reliability or upgrades	Chicago Public school, Neiman Marcus, Loving Pets, Baker Maid, Infinita, CWC, HGS, Pharmaceutical Corporation...
<u>DiMetrics</u>	DiMetrics is a hosted transaction visibility solution, helping Vendors/Retailers manage critical exceptions (are goods being shipped on time & complete, are invoiced billed correctly, how many exceptions one carrier have..) and share information more effectively by monitoring retail business-to-business transactions.	Francesca & Shriner, AEON, Metro, Arhaus, Thomas Jefferson...

<u>DiReplenish</u>	DiReplenish provides a full range of VMI/ SBT capabilities. This features a high level of automation for virtually any product mix and scales from 50 to 50,000 locations. Item-specific inventory is analyzed and orders are produced according to your customer's rules.	Dollar, J&A, Lord & Taylor, Top Heavy Clothing...
<u>Distribution Management System (DiSupply)</u>	<p>A Web based application (MVC5) that connects Vendors, Distributors, Sales Representatives and Stores & provides vital information for Vendor about inventory, self-through and replenishment... Accessible through Web & mobile devices, DiSupply is designed to simplify the user experience by providing the right information to the right user, at a right time.</p> <p>DiSupply enables entire Distribution community to connect, manage and collaborate B2B cloud platform.</p>	
<u>DiVerify</u>	DiVerify is a cost effective fulfillment solution that verifies the accuracy of orders by documenting the work flow processes in packing operations. By scanning the contents of orders, containers can be defined in real-time, reducing errors.	

Successful Integration Products/ Projects:

Product	Remark	Relevant customers
<u>DiIntegrator</u>	An effective solution for logistic providers and multi – division distributors Designed to manage and manipulate large volumes of EDI data to facilitate orders and fulfillment processes, effectively reduce the time it takes to process EDI documents, ultimately speeding the integration processes with On-Premise ERP/ Accounting Systems such as SAP B1, Dynamics AX, GP, NAV, Acomba, QuickBooks, Peachtree, etc.)	Neiman Marcus, Skin Sake, TJM Innovations, Infinita Corporation, Imperial Tobacco, Panamax, MindsInSync...
<u>DiLogistics</u>	DiLogistics provides a cost-effective EDI inventory visibility solution for the Third Party Logistics Provider and Freight Carrier industry. Our system enables your business to stay up-to-date with the needs of virtually any supplier or trading partner network	FMD4, Infinita, Dropics, Kendo, MindsInSync, Bari Home, Hydra...
<u>DiConnect</u>	Client side/ Server Side for direct communications to DiCentral (including multiple network protocols such as FTP, SFTP, AS2...)	Walmart, Costco, Kohl, Walgreen, JCP Penny, Lord & Taylor, AEON, Metro, Saigon New Port...
<u>DiCompliance</u>	A testing tool, gives vendors the ability to meet exclusive shipping and packing requirements for your chosen Order Management Model (OMM) . It also extends beyond generic EDI syntax checks to include support for your unique business data guidelines while managing all mandatory transactions.	Walmart, Costco, Kohl, Walgreen, JCP Penny, AAFES, BBB, Academy, Kmart, Nordstrom, Sears, AEON, Metro, Thomas Jefferson....

R&D Products/Projects:

DiDropShip (Cloud B2B & B2C eCommerce Platform)

July 2015 – September 2018 (Phase 1: Sept 2017)

With **Amazon.com, eBay & Walmart** being the #3 online retailers in the USA and having an almost endless isle of products (hold more than 90% of the **online eCommerce** market), it has made it extremely challenging for competing retailers to increase their market share of online customers. Due to limitations of resources such as money to buy inventory, storage space and logistics complexities, retailers are increasingly adopting the Dropship model where customers are shipped the products directly from the vendors' warehouse. This allows retailers to add a lot more products than previously possible with regular replenishment models

- As designed, DiDropship solution is a SaaS B2B eCommerce web application (multi-tenants) which allows a retailer to conduct business with its trading partners specifically for Dropship purpose. It will allow retailers to quickly onboard vendors and have vendors send compliant data which is native to retailers ERP/RMS system. The retailers hub side GUI is primary a dashboard which shows various **KPIs, Vendor Scorecards**, order lifecycle information, and allows messaging to the vendor from within the portal.
- At Vendor Side, it allows vendors to exchange product information data, update retailers of their inventory holdings, receive & fulfill orders, transmit invoice and other necessary documents, and communicate with the trading partners with ease and simplicity.
- Support almost **EDI** transitions for Drop-shipping & Cross-docking business: 850, 855, 860, 865, 810, 856, 830, 832, 846, 864, 820, etc.
- Fully support Carrier integration: FedEx, UPS, USPS, Canada Post, etc.
- Support **3PL** model
- Support eCommerce websites such as **Shopify & Magento**
- **Primary Role:** Integration Program Manager, Product Owner, PMO

DiWebService (Cloud ERP Adaptors/ Neutral Adaptors)

Jan 2013 – April 2014

DiWebService is a fully hosted, seamless and AS2- enable solution that helps collaboration between Business –to Business applications & **Cloud ERP systems (SAP By Design, NetSuite, Xero, etc.)** and Accounting System (Xero, QB Online, Shopify, etc.) or Third Party Logistic systems without worrying about having technical knowledge of ERP's SDK, ERP business processes.

- The solution comes equipped with validation, automation, and reporting functionalities that have been designed with the user in mind and that enable our customer to take full advantage of cloud ERP platform (SAP By Design, NetSuite, Xero, etc.)
- Capable of both customer and supplier-facing **EDI**
- Support almost EDI transitions for fulfillment & logistics: 850, 810, 856, 830, 846, 940, 945, and 946 etc.
- Support all type of customers : Retailer/ Buyer/ Vendor/ Manufacturer/ Distributor/ Forwarder/ Broker/ 3PL/ Warehouse
- **Primary Role:** Integration Program Manager, PMO

Vinababa (SaaS Based Public Catalog Data Warehouse + EDI)

November 2011 – March 2015

- Today's digital consumer/buyer demands extensive information combined with a superb shopping experience before their purchase is made. Vinababa helps to collect all information from **GS1 organization, Google Taxonomy, NAICS Association** about Catalog/ Category (Item information (GTINs, UPC, EAN, etc.) & their selling profiles (HS Number of Products/ DUNS no., etc.) And build a public cataloging warehouse. Similarly **Alibaba & EC21** model, this will help our customers (Trading Associations/ Retailers/ SMEs/ Manufacturer/ Brokers/ 3PL, etc.) having chances to :
 - Search for cheaper product/service/material from a specific industry or Cross-industries.
 - Search for better sellers (classified by multiple criteria such as Pricing, Top in the markets, Company Capability, Business performance, their key strengths, Geographic location, Industry categories, etc.)
 - Easy to extend their trading community (through cross- industry & channels)
 - Decision making tools for Companies before extend their business to a foreign country/ a new industry/ selling their products to a new community, etc.
- For **Vendors**: Vinababa (with Price Model Management) allows our Vendors to create multiple pricing structures, referred to as Price Models, and then specify which trading partners are to have access to view which Price Model. Price Models can include, but are not limited to, discounts or special rates.
- Capable of both customer and supplier-facing **EDI, Non EDI**
- **Primary role**: Integration Program Manager, Product Owner, PMO

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Project Leader

DiCentral, From June, 2006 – Oct, 2010

Key roles:

- Provide, design and implement add-on / built-in integration applications between DiCentral EDI Supply Chains products and ERP/ Accounting systems such as SAP B1, Microsoft Dynamics AX, Great Plains, Navision, Epicor, QuickBooks, Peachtree and Net Suite.
- Develop, create, and modify general computer applications software or specialized utility programs using C#/ .NET technology. Analyze user needs and develop software solutions.
- Create and execute project work plans and revises as appropriate to meet changing needs and requirements.
- Review deliverables prepared by team before passing to client.
- Prepare for engagement reviews and quality assurance procedures.
- Minimize exposure and risk on project.
- Ensure project documents are complete, current, and stored appropriately

Key Projects & Achievements at DiCentral:

SAP B1 Adaptor:

Got [SAP Golden Certificate Partner](#)

Dec 2009 – Dec 2010

- **SAP B1 Adaptor** is a comprehensive, demand-based supply chain application of DiCentral Corp for suppliers. Using this product will help suppliers:
 - ✓ Improve Return on Investment by Simplifying EDI Experience, prevent errors caused by manual data entry, and eliminate costly and unnecessary charge-backs.
 - ✓ Handle multiple ASN Packing Schemes with preconfigured **UCC128** bar code labels.
 - ✓ Dynamic Inventory Update synchronizes correct shipping information with SAP B1, Purchase Order Allowance Adjustment
- Designed and implemented database and program architecture, managed team members (4 Developers, 2 QCs) to be on schedule
- **Technologies and tools utilized:** .NET C#, Crystal Report, SQL-Server 2005, DevExpress controls, **SAP B1, SAP SDK, and DevExpress XPO.**
- Helped development team on planning, scheduling, and handling difficult technical issues.

Microsoft Dynamics (AX/GP/ NAV) Adaptors – Got [Microsoft Gold Application Development Certificate](#)

Oct, 2006 – Oct 2009

DiIntegrator – Microsoft Dynamics Adaptors (AX/ GP/ NAV) is comprehensive, demand-based supply chain application of DiCentral Corp for both suppliers and retailers. With Dynamics Adaptors, users can simplify their business processes and focus on their core competencies:

- ✓ Manage pricing system (Item Price, Sales price, Price Level...)
- ✓ Manage tracking system
- ✓ Manage Smart List History / Smart List Builder for all transaction comes from DiIntegrator to Dynamics (multiple versions) and vice versa.
- ✓ Manage shipping information – Delivery, Good Receipts report
- ✓ Manage Fulfillment Workflow
- ✓ Label printing system, good receipts, bill of lading system
- Designed and implemented database and program architecture, managed team members (6 Developers, 2 QCs, 1 Document Writer) to be on schedule.
- Acting the role of **Project Manager, Senior Developer**, Technical Designer, Business Analyst

DiIntegrator (or DiEnterprise R11)

June, 2006 – Oct, 2006

DiIntegrator is an **EDI Intelligent Order Management** system. It is designed to manage and manipulate large volumes of EDI data to facilitate order and fulfillment processes, effectively reduce the time it takes to process EDI documents, ultimately speeding the workflow processes:

- ✓ Label printing system, good receipts, bill of lading system
- ✓ Archive EDI data (810, 875, 880, 856, 753,754,851)
- ✓ Shorten order-processing cycles with advanced management tools that organize, audit, and correct discrepancies before **EDI documents** are created.
- ✓ Invoice large groups of orders, including direct to store.

- ✓ Multi-user access configuration for pick tickets, packing slips, **UCC 128 labels**, bill of lading and more.
 - ✓ Handle complex shipping and fulfillment requirements with multiple packing options from multiple locations.
 - **Main role: Senior Developer**, Business Analyst
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Technical Leader, Lac Viet Computing Corp

March 2005 – June 2006

Key roles:

- Develop, create, and modify general computer applications software or specialized utility programs using C#/ .NET technology. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency.
- Manage team, assign tasks to team members and make weekly reports.
- Acting the role of **Technical Leader**, Assistant Project Manager.

Key Projects & Achievements at LacViet:

Timesheet Management System:

March, 2005 –Feb, 2006

Timesheet system provides great features for a team as well as manager to manage and keep track the progress of everything of the project such as resource allocation, workload, resources usage, project profit, project statuses

- Designed and implemented database and program architecture, managed team members (5 Developers, 2 QC and 1 Business Analyst) to be on schedule.
 - Technologies and tools utilized: .NET C#, Crystal Report, Xceed Report, Infragistics Controls, SQL Server 2005, Java Script
 - Acting the role of Senior Software Engineer, Team Leader, and Assistant Project Manager.
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Software Engineer, World Soft Company

June, 2003 – Feb, 2005

- Participated in software team, developing small modules of small applications.
- Learned how to design software using together tool, consolidated knowledge of object-oriented programming.
- Improved skill of using VB.NET, C# in Windows applications, ASP.NET, ADO.NET, Crystal Report and Microsoft Enterprise Library.