

Pham Vu Hai Dang

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EXPERIENCE:

July 2015 – Current; **Synova Solutions, Project Manager, (Hochiminh city, Vietnam)**

- Managed local and international projects
- Responsible for ensuring best value is obtained for the project including supplier base, use of internal and external resources.
- Responsible for costing, estimating and planning projects.
- Writing detailed and summarized project progress reports
- Planning/Updating project plans to include agreed changes
- Identifying, costing and processing any contract variations.
- Escalation issues and area of concern to senior managers
- Resolved any problems and issues that arose.
- Monitoring actual expenditure figures against project budgets.
- Preparing status reports for use in communication to stakeholders
- Managed issues and proposed solution on projects.
- Provided project support for all off site activities

September 2014 – February 2015; **Ogilvy & Mather, Project Manager, (Hochiminh city, Vietnam)**

- Managed local Projects: Coca-Cola, Dutch Lady, Friso...
- Responsible for ensuring best value is obtained for the project including supplier base, use of internal and external resources.
- Maintaining and completing Project Key Performance Indicators.
- Identifying, costing and processing any contract variations.
- Tracking activities against the detailed project plans.
- Monitoring actual expenditure figures against project budgets.
- Organising and facilitating Project Steering / Operating Committees meetings.
- Managed issues and proposed solution on projects.

March 2013 – September 2014; **Drcom Asian, Project Manager, (Hochiminh city, Vietnam)**

- Managed Four Global Projects with 25 countries localization, P&G, BMS over the world on Digital Marketing Sales Ads
- Coordinated with Research & Development Department to implement features of player on iPad, business requirement.
- Managed data tracking of Medical Sales Rep on Relation Platform.
- Estimated timeline, schedule, and cost on projects.
- Managed issues and proposed solution on projects.
- Managed client's source version and consulting on all projects.

December 2012 – March 2014; **Aston Hotel Saigon, Front desk manager, (Hochiminh city, Vietnam)**

- Manage daily operation of the front desk staff.
- Keep track of reservations from internet (Booking, Agoda, Expedia)
- Handle Customer service, up selling, guest complaint, inquiry through phone call, email, in person.
- Training staff on hospitality skills.
- Manage revenue and monthly P&L report.

September 2011 – November 2012 **D.E.A, IT specialist contractor (Infinite Resources, inc), (Chantilly, VA - USA)**

- Technique support for 450+ users.
- IT support: Maintaining, Install, Configure, Update, Trouble shoot software, hardware, and printer
- Configure computer and printer to network
- Install, update software and hardware.
- Responsible for the operating, programming, editing, upgrading the management administrative website.
- Responsible for VTC conferences (VoIP, VVoIP).
- Maintained system security, configure, troubleshoot and upgrade VTC systems.
- Analyzing, adding, and applying new policies and procedures to VTC systems program.

February 2011 – June 2011 **Wireless Expert, Wireless Advocates, LLC (Fairfax, VA - USA)**

- Provided excellent customer service by being courteous, maintaining confidentiality and displaying professionalism at all times.
- Maintained a strong knowledge of new wireless products, accessories, pricing plans, promotions and service features.
- Educated and engaged customers through product demonstrations.
- Consistently met sales objectives for wireless phones, services and accessories.
- Handled all administrative aspects of the sale including: completing customer contracts and warranties, pulling products from inventory, accepting customer payments and filing the completed orders.

November 2006 – November 2009 **Property Manager, Public Storage (Sterling, VA - USA)**

- Provide outstanding customer service by helping customers understand their needs, recommend storage solutions and help them acquire the needed product solutions
- Assist reservation and walk-in customers (both in person and on the phone) in renting storage units, understanding the lease terms, fees and insurance and completing lease agreements
- Consult, sell, and up sell to customers merchandise such as boxes, tape and other appropriate products that meet their needs
- Manage, verify, balance cash drawer; prepare and make daily deposits
- Conduct a daily physical storage unit inspection confirming inventory availability and ensuring each unit is secure or ready to rent.

EDUCATION:

George Mason University – Fairfax, Virginia - USA

Bachelor of Science in Information Technology (2011)

- Concentration in the Web Development & Multimedia.
- Minor in Business
- Member of Capstone Senior Design Project
- Honors: Phi Theta Kappa International Honor Society, Dean's Honor Rolls

RELEVANT SKILLS:

- Bilingual – Fluent in English and Vietnamese
- Possess strong multi-tasking and organization skills
- Work well in a team-oriented environment
- Self-starter with a willingness to take initiatives
- Possess strong interpersonal and communication skills
- Abilities to work as a group or individual