Tăng Hiền

Bình Dương, Việt Nam

EDUCATION

2014 - 2016

UNIVERSITY OF ECONOMICS HO CHI MINH CITY

Major: Finance

2006 - 2010

INDUSTRIAL UNIVERSITY OF HO CHI MINH CITY

Major: Information Technology C#, SQL
Server,

CERTIFICATIONS

Nhat Nghe Education JSC: MCSA, MCSE, Design website.

iSPACE: Windows Server, Network, Hardware, soft skill, team work…

Microsoft: Pro Sharepoint 2010, Administrator

LANGUAGE

English: Certificate B1 of Wall Street English

WORK EXPERIENCE

TBC- BALL BEVERAGE CAN VIET NAM   Jan 2022 - Present

IT Programmer

Overview:
- A support user SAP system. You would work collaboratively with other members of the support team to resolve issues as required and assist the SAP user in ensuring the function provides an appropriate response level in resolving SAP process issues and promoting change requests, other responsibilities.
- Responsible for supporting to all users in networks, systems; Work with IT team for maintaining domain accounts to improve the work efficiency.
- Management Landing Page:
    o   https://www.cantocan.com.vn/asi
    o   https://cantocan.info/asi
    o   https://cantocan.info.vn/asi/

Duties:
- Providing end user support and responding a work process
- Diagnosing, analyzing and resolving issues efficiently
- Identifying and designing any system enhancements required
- Writing functional specs and develop program for solve issue

- Writing a user manual - Record issue log and report
- Install, management and configure such as: Hardware, Software,
- Printing, Phone / mobile phones, Network (WAN, LAN, Wi-Fi), Deployment - First-level-support
- Set up accounts and user-management, license management
- Ensure security through access controls and backups - Coordination of external providers and suppliers - Support on local IT related problems.
- Enforcement of corporate IT-standards about IT security, hardware vendors and software vendors
- Keep daily business running, monitor performance and maintain systems according to requirements
- Educating coworkers about network security and best practices for computer usage
- Manage security options and software in computers and networks to maintain privacy and protection from attacks.

Achievements and skills gained:
- Process and document flow of SAP/ERP environment - SQL statement - Good skill of algorithm and logic programming

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ORTHOLITE VIETNAM COMPANY LIMITED   April 2020 - Oct 2021

IT Data Analyst

Overview: Provide onsite/remote support for internal users for software/device used by organization

Duties:
- Provide IT helpdesk for Microsoft Windows, Microsoft Office and computer related issues, supporting technical support / helpdesk
- Implement/Enhance/Maintain ERP system and application related Supervise supplier/vendor to setup software
- Implement, enhance, and maintain ERP system; develop and implement utility applications; implement business intelligence dashboards; troubleshoot system issues.
- Collect and summarize users' requirements to analyze and provide solutions.
- Create system design documents to document system processes, prototype, reports, and dashboards mockup.
- Configure system configurations to align with system design documents.
- Develop functions, reports, and dashboards to align with system design documents.
- Provide users' training to train for end users
- Support user using IT application/system to troubleshoot any issues. - Prepare request for proposal to send to vendors.
- Create QR Code (api google, vba macro excel) barcode tem
- Manage software includes: Office 365 user admin and email, Active Directory domain user.
- Manage PBX phone system, network internet system (wireless, network, …), Barcode printers.
- Implement 5S to assure working area follow 5S/safety standards,

Achievements and skills gained:
- MSSQL, Computer skill, Active Directory domain user, VBA Macro Excel, Microsoft Office 365, Sharepoint, Onedrive, Outlook
- Power BI, Microsoft Azure

VIETNAM TECHNOLOGY & TELECOMMUNICATION JSC (VNTT)   Nov 2018 - April 2020

Software Engineer

Duties:
- Developer Software system management trees on street
- Developer Software system management schoolchild for Ngô Thời Nhiệm school

Achievements and skills gained:
- Asp.net, c#, Devexpress, MVC, MSSQL, CSS, HTML, bootstrap - Leader team developer

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BINH DUONG WATER SUPPLY SEWERAGE COMPANY (BIWASE)   Jan 2013 - Nov 2018

Software Engineer

Duties:
- Software Engineer Developer Website:
• biwase.com.vn • tdmwater.com.vn
• 3 r.com.vn
•
Convoibinhduong.com.vn
- Management portal system (E-office)
- Software Developer: HR systems, CRM system,
- Network (wireless, network) and management server (Windows Server 2008), IIS Web Server, backup database
  Achievements and skills gained:
- Asp.net, c#, Devexpress, MVC, MSSQL, CSS, HTML, bootstrap - Leader team website

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EAST ASIA GLOBAL ALLIANCE JSC   Mar 2012 - Dec 2012

IT Support - Helpdesk

Duties:
- Server, Fax, Printer, PC, Laptop, System Software, VPN, LAN

Achievements and skills gained:
- VPN, Fix error LAN, VPN, Fax, Phone...

LAC VIET COMPUTING CORPORATION   Jan 2011 - Mar 2012

Software Deployment and Training

Duties:
- All of the steps, processes, and activities that are required to make a software system or update available to its
  intended users and customers

Achievements and skills gained:
- Windows server 2003 and 2008, IIS web server, Sharepoint 2007 and 2010 - Business about library, eOffice

ACTIVITIES

- During my time working at TBC Ball, I participated in the event of planting 200 white 2013-2014 toads and
  experience nature at Can Gio Biosphere Reserve on June 11, 2022
- During my time working at Biwase, I participated in this Blood Donor Day with 10 blood donations (2 times/year)

AWARDS

- Best employees of the Month (6/2022) at TBC Ball company
- Best employees of the Year (2020) at Ortholite company
- Best employees of the Month (12/2019) at VNTTcompany
  Best employees of the Year (2014 and 2016) at Biwase company