

RESUME

PERSONAL INFORMATION



Name: Mr. Linh Phan Si
Role: Senior Project Manager
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SUMMARY

- With 11 years of experience working in IT projects, including 6 years as a Senior Project Manager and 5 years as a Senior Software Developer.
- Experienced in working with top global corporations, including VinFast and FPT.
- Experienced in professional projects with clients and partners across the US, Canada, Australia, France, Singapore, Taiwan and Thailand.
- Strong knowledge of Agile and Lean project development methodologies.
- Proven ability to manage large teams and facilitate cross-functional collaboration.
- Ability to quickly learn and adapt to new technologies, tools and processes.

TECHNICAL SKILLS

- **Mindsets:** Data-oriented decision making, results-oriented problem solving, open-minded.
- **Domain knowledge:** Automotive, smart services, finance, ecommerce, marketing, retail, real estate, backoffice, healthcare.
- **Management methodologies:** Waterfall, Agile, Hybrid.
- **Management techniques:** Program and project process management, plan management, stakeholder and communication management, implementation management, quality management, issue and risk management, change management.
- **Management tools:** Jira, Microsoft Project, ClickUp, Trello, Monday.com, Power BI, Google Data Studio, Confluence, Microsoft Power Automate, Microsoft 365, Google Workplace, GitHub/GitLab, Postman, Figma, Microsoft Visio.
- **Programming languages:** PHP, Java, Python, C#, C/C++, JavaScript/TypeScript, SQL.
- **Frameworks & Platforms:** Magento, Laravel, WordPress, Drupal, Odoo, Shopify, React, Ionic, Godot.

EDUCATION & CERTIFICATION

- Bachelor of ICT | University of Science and Technology of Hanoi.
- Business Administration | National Economics University.
- Professional Scrum Master (PSM).
- Cyber Security and Data Protection in Project Management.
- PMI Generative AI for Project Managers.
- Adobe Certified Expert Developer.

PROFESSIONAL EXPERIENCES

09/2023 - Present (2 years).

VinFast - Senior Project Manager.

Job description & Responsibilities:

- VinFast is a global car manufacturer. I work in the software department, where we develop solutions and applications for various aspects of the business, including vehicles, factories, customers, showrooms, after-sales services and other essential softwares and systems.
- I was the primary point of contact (PIC) for VinFast's market expansion into North America (2023) and Thailand (2024). I acted as the liaison between VinFast headquarters and the local subsidiaries in these markets. My responsibilities included creating and visualizing a master plan, designing and implementing necessary software and systems, identifying and mitigating risks and issues, deploying systems to the market, and initiating hypercare and operational support processes.
- I also participated as a Project Manager in projects such as: VinClub (a mobile app loyalty platform for the group's ecosystem); projects for car control, management, entertainment, and navigation; and a project developing smart features on the client's mobile app.
- I was also involved in factory-related projects, such as production automation, cost and revenue recording automation, warehouse automation, and factory security automation. This series of projects contributed to a 20% to 90% reduction in related resource costs for VinFast and optimized production speed.
- They are multi-billion dollar programs and projects. This presents a unique and challenging opportunity that rarely arises.

Project team size:

- 10-50 internal members.
- 15+ external stakeholders.

Project domains & Technologies:

- Web and Mobile apps.
- Automotive.
- Manufacturing.
- Smart services, IoT.
- Finance.
- Marketing.
- Backoffice.
- Logistics.

04/2021 – 06/2024 (3 years 3 months).

Aiosphere - Senior Project Manager (part-time, mentor).

Job description & Responsibilities:

- As a part-time Senior Project Manager at Aiosphere, a startup outsourcing company specializing in web and mobile app solutions for e-commerce merchants, I initially led project execution.
- During this time, I actively collaborated with the CEO to optimize project development methodologies and streamline other critical operational processes.
- Gradually, my role expanded to include mentoring project teams and providing guidance on best practices for successful project delivery across the organization.

Project team size:

- 3-10 internal members.
- 5+ external stakeholders.

Project domains & Technologies:

- Web and Mobile apps.
- ecommerce.
- Smart services.
- Marketing.

01/2023 - 09/2023 (9 months).

FPT Software - Senior Project Manager.

Job description & Responsibilities:

- FPT Software is a leading outsourcing company delivering business and IT solutions across diverse industries.
- I was responsible for a project involving a Singaporean healthcare provider specializing in health screenings, home care services, vaccines, and other medical products.
- The project focused on developing an e-commerce platform comprising a website and mobile app to facilitate online sales of their services and products.
- My involvement spanned the entire project lifecycle, from the pre-sales phase where I actively participated in convincing the client to utilize FPT Software's technologies and services, through all five project management phases: initiation, planning, execution, monitoring and control, and closure.

Project team size:

- 25+ internal members.
- 10+ external stakeholders.

Project domains & Technologies:

- Web app.
- ecommerce.
- Healthcare.

01/2021 – 01/2023 (2 years 1 month).

OneMount - Project Manager.

Job description & Responsibilities:

- OneMount has 3 major products which focus on marketing, retail and real estate.
- As a Project Manager, I ran IT project teams to build new features for the 3 products.

Project Team size:

- 10-25+ internal members.
- 5+ external stakeholders.

Project domains & Technologies:

- Web and Mobile apps.
- Marketing.
- Retail.
- Real estate.

04/2020 – 01/2021 (1 year 4 months).

Merchize - Project Manager.

Job description & Responsibilities:

- Merchize is a leading provider of print-on-demand and fulfillment services for vendors and merchants, accessible through a user-friendly web and mobile app platform.
- My team was responsible for the ongoing operation and development of new features for these applications.

Project team size:

- 15+ internal members.
- 5+ external stakeholders.

Project domains & Technologies:

- Web app.
- Logistics.
- Marketing.
- ecommerce.

02/2018 - 04/2020.

Convert Digital - Software Developer.

02/2015 - 01/2018.

SmartOSC - Software Developer.