NINH HOANG MINH

Age: 27
Phone: 0832962913
Email: Hoangminhn.182@gmail.com
Skype: Minhnh182

EXPERIENCE

04/2018 – NOW
TECHNICAL SUPPORT ENGINEER, FPT SOFTWARE - DPS.FMS

- Support US customers in resolving tickets regarding SQL job failure, ETL data file error, FTP, EDI files processing failed and system general alerts
- Support Philippines customers in resolving incidents when working with Outsystems Platform Services
- Troubleshoot issues with internal applications, services, scheduled tasks, data integrity based on logistic data flow
- Perform data migration across multiple servers and environments in peak time
- Perform daily, weekly tasks for (Windows) system maintenance
- Communicate with customers to discuss solutions for difficult tickets. Report to foreign managers via recurring meetings
- Research new technologies in data area: MongoDB, Python Pandas, MS SQL DBA, Clickhouse DB...
- Main skills: SQL, ETL, Outsystems platform, English, Data analysis (Logistics).

04/2016 – 04/2018
SOFTWARE DEVELOPER, BRAVO SOFTWARE JSC

- Design database and create stored procedures, functions, triggers, indexes…, customize application interface and build reports as requested
- Communicate with (Vietnamese) customers to analyze requirements, suggest an ERP solution and support technical problems in using software directly or remotely
- Demo program and present product's functions after customizing product as requirements
- Research other database management systems such as Oracle, MySQL
- Main skills: SQL, XML, Report design, Business analysis (ERP).

EDUCATION

2012 - 2016
MANAGEMENT INFORMATION SYSTEM, NATIONAL ECONOMIC UNIVERSITY

- GPA: 7.64/10 (3.1/4); IELTS: 6.5 (in Nov 2015); TOIEC: 810
- Senior member of the Executive Committee of Economic Informatics Faculty
- Honor: Certificate of merit for union staff having excellent achievement of the year
- Knowledge acquired: Computer programming, Database architecture, BI, DSS, MIS, Events organizing, Teamwork, Leadership

SKILLS

- ✓ SQL Server/ Oracle: Stored procedure, function, index, scheduled job, query tuning, DB administration, SSIS, SSRS
- ✓ Other DBMS: MS Access, Mongo DB, MySQL, ClickHouse DB
- ✓ MS PowerBI, Excel, PowerPoint
- ✓ English: Advance
- ✓ Python, Hadoop eco system
- ✓ ERP, Finance and Accounting

ACTIVITIES

04/2020 - 10/2020
FPT INTERNAL TRAINING COURSES
- Programing with Python, working with data using Pandas DataFrame
- Using Python to Access Web Data – Scrape, parse and read web data
- Big Data - with Hadoop Ecosystem, NoSQL, Apache Sqoop, Hive, Kafka, PrestoDB, Spark, Zookeeper…
- Accomplishment: 100%

09/2019 - 11/2019
WORKING ONSITE IN ATLANTA, US
- Work directly with customers to resolve urgent issues
- Join daily and weekly calls to report the system overview
- Transfer experience and knowledge to offshore team, be a contact point for team and other vendors

08/2016 – 03/2018
BRAVO ERP SOFTWARE IMPLEMENTING
Team size: 4 – 10, duration: ~4 months per project
- Song Hong Viet ltd Co. Modules: Purchase, KCS, Technical
- Dong Anh Electrical Equipment Corporation. Modules: Sales, Inventory
- Son la Urban Environment Co. Module: CRM

12/2015 – 01/2016
START-UP FOR MISER PROJECT
- Project purpose: Career orientation for students in Management Information Systems major, to create a bridge connecting MIS students and ERP/IT related companies
- Work with a group of 6 to contact sponsors for program's budget, visit universities in Hanoi to introduce program to students
- Lead a group of 5 to prepare program's facilities

10/2014 - 04/2015
SCIENTIFIC RESEARCH CONTEST
- Work with a group of 5 under the instruction of professor and company's tech lead analyzing operator and business process of FAST-Accounting software JSC to help enhance the current departments information system
- Analyze SWOT, build process flow, data flow, entity relationship diagrams, design some input interface and reports
- First prize in Economic Informatics Faculty, Consolation prize in NEU University

ABOUT ME

Hobbies: Books, Music, Gym, Public speaking, Healthy self-made foods.
A former singer, rapper, chef and truth seeker doing IT stuff for living,
A bird has failed competing with a fish in swimming, a monkey in climbing and a dog in running trying to figure out what thing it's really good at.