NGUYEN TRUNG NHAN

Ho Chi Minh City • 090-675-6012 • nhannguyen.developer@gmail.com

IT Supervisor

GIỚI THIỆU

Healthcare Software Developer with 3+ years of experience delivering impactful solutions for hospital management systems (HIS 2.0, Hsoft, SHI). Specialized in optimizing system performance and streamlining clinical workflows to drive operational excellence. Aspiring to contribute as an IT Supervisor who leads with vision, empowers team members to reach their full potential, and aligns technology initiatives with organizational goals

WORK EXPERIENCE

HoanMySaiGonGeneral Hospital (Hoan My Medical Corporation)

IT Operation Executive   May 2025 - Present

- **EMR rollout (FPT HIS):** Coordinated a phased EMR implementation with the FPT team, clinical departments, and vendors; tracked progress, logged issues, and supported workflow refinement to ensure stable adoption.

- **Digital ecosystem integration:** Worked with stakeholders to integrate QMS, Danh Y, and CRM with HIS/EMR; defined interoperability requirements, reviewed end-to-end processes, and supported data standardization to streamline daily operations.

- **HIS 2.0 workflow alignment**: Gathered feedback from departments, identified gaps between real-world practice and system workflows, and proposed practical process/system adjustments to improve consistency and reduce operational friction.

- **Management dashboard initiative**: Collected KPI/reporting needs with department heads and contributed to designing a real-time management dashboard to help leadership monitor performance and make faster, data-driven decisions.

Van Phuc City General Hospital

IT Operation Executive   Oct2024- May2025

- Gather and analyze software and process improvement requirements from hospital departments, providing effective solutions to enhance user experience and operational efficiency.

- Monitor and track IT support tasks within HSOFT & ERP systems, preparing detailed weekly and monthly reports for management.

- Analyze the HSOFT database to create comprehensive data structure documentation, supporting software teams in efficient data extraction and system integration.

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WORK EXPERIENCE

PrimaSaiGonMedicalEyesCenter (HoanMyMedicalCorporation)
IT Operation Executive   **May 2023 - Oct 2024**

- Operated and developed the HIS/EMR systems in compliance with Ministry of Health regulations.
- Extracted and standardized data using SQL Server and Report Builder to create report templates for departments such as Accounting, Finance, and Marketing.
- Evaluated and participated in hospital operations, implementing cost-saving measures without compromising service quality.
- Analyzed data extracted from the HIS and Portal systems to propose strategic enhancements for the hospital information management system to the Group IT of Hoàn Mỹ Medical Group.
- Manage and support operational tasks, ensuring compliance with processes and timely completion of assigned duties.

Hoan My International Eyes Hospital (Hoan My Medical Corporation)

IT Software Executive   **May 2023 - Oct 2023**

- Manage, extract, and optimize data from the HIS PTT (Phu Tho Tech) system, ensuring accuracy and operational efficiency. Conduct training programs for new staff to enhance their proficiency in using the software.

- Design and standardize database structures to facilitate the transition to the HIS FPT (eHospital 2.0) system, ensuring data integrity and seamless migration.

- Collaborate with vendors to research, evaluate, and plan the implementation of critical hospital systems such as LIS, PACS, and ERP. Develop budget projections, conduct cost analysis, and propose optimal deployment strategies.

- Establish, update, and refine operational workflows to align with real-world hospital practices while ensuring compliance with healthcare standards and regulations.

- Collaborate closely with the Biomedical Engineering team to manage medical equipment, including tasks related to scheduling and conducting routine maintenance. Record daily user reports.

- Developed operational procedures (SOP, Compliance) and conducted staff training.

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EDUCATION & CERTIFICATE

Master of Science in Information Systems   **November 2024 - Ongoing**

FPT University - Ho Chi Minh City
- Specialized in software project management and development processes.
- Applied AI and Big Data technologies to optimize system development and management.

Bachelor of Software Engineering   **August 2017 - December 2020**

FPT University - Ho Chi Minh City
- Learned Foundational Principles of Software Design.
- Developed Software Systems based on detailed Specifications.

Bridge System Engineering   **Febuary 2020 - December 2021**

FPT University Ho Chi Minh - City
- Acquired data collection skills and collaborated in teams using the Scrum Artifact
- Gained expertise in analyzing user requirements

Agile Development Specialization

University of Virginia
- Apply Agile methodologies in project management.
- Gain a deeper understanding of data analysis and its applications for various purposes.

SKILL & TOOLS

- **Technical Skills:** Project Management, Strategic Analysis, Scrum Management

- **Programing Languages:** Angular JS, Python, Flask API .

- **Framework/Platforms:** Convolutional Neural Network (CNN), TensorFlow

- **Database Management:** Microsoft SQL Server 2019, Postgresql

- **Languages:** English Comprehension

REFERENCES

Ông Trịnh Hoàng Nhân - Trưởng Phòng CNTT

Bệnh Viện Đại Học Y Dược 2

Liên hệ: 0938748829

Bà Tống Thị Quỳnh - Trưởng Phòng Nhân Sự

Bệnh Viện Đa Khoa Carmel

Liên Hệ: 096 664 1784

CERTIFICATION

Certificate 1

4 Courses

Agile Meets Design Thinking

Hypothesis-Driven Development

Product Analytics and AI

Managing an Agile Team

UNIVERSITY of VIRGINIA

DARDEN SCHOOL of BUSINESS

Mar 24, 2025

Nguyen Nhan

has successfully completed the online, non-credit Specialization

Agile Development

You've mastered the principles of the agile development process, from design-first charters to purposeful analytics to creating a culture of experimentation. Your project work demonstrates your ability to manage software development using agile techniques. You are now ready to lead a high-functioning agile program. This specialization can be accessed at: https://www.coursera.org/specializations/agile-development

Alexander Cowan,
General Faculty
University of Virginia
Darden School of
Business

Verify this certificate at:
https://coursera.org/verify/specialization/KN54D6B1UlL4E

Certificate 2

3 Courses

Data Mining Pipeline

Data Mining Methods

Data Mining Project

University of Colorado Boulder

Jul 4, 2025

Nguyen Nhan

has successfully completed the online, non-credit Specialization

Data Mining Foundations and Practice

In this Specialization, learners have developed and honed essential data mining skills for discovering patterns in large-scale data sets, with a specific focus on issues related to effectiveness and efficiency. Specific skills include data understanding, preprocessing, warehousing in the data mining pipeline; as well as core data mining methods: frequent pattern analysis, classification, clustering, and outlier detection. Learners have also completed a Data Mining Project, which includes the overall process of formulating, designing, implementing, and reporting a real-world data mining project.

Qin Lv
Associate Professor
Computer Science
University of Colorado
Boulder

Verify this certificate at:
https://coursera.org/verify/specialization/W63EI3VWN7K2