

- Project manager with proven track records of working for some leading studios such as Sony, EA, War Gaming, Respawn Entertainment, Epic Games which have strict requirements in both time management and quality assurance.
- Understand how to help the team meet high requirement by quality control, agile methodology and team collaboration.
- Keen on practicing PMP and Agile knowledge in the project.
- Keen on LEAN and Continuous Improvement tools for supporting production pipeline.
- Keen on listening, inspiring and developing people.

Skills

- +6 years in project management, especially in manufacturing and digital media (game) industry
- Strong organizational mindset
- Risk management
- Effective communication with various internal and external stakeholders
- Schedule management, change management
- Agile and Waterfall methodology

Other skills

Softwares: Microsoft Office (Word, Excel, Project, ...), JIRA, Confluence, Shotgun, Trello, SVN, Perforce, Ms Team

Certifications, Achievements, Interests

- Certified Writing Complex JQL Queries by Atlassian.
- Certified Confluence Fundamentals by Atlassian.
- Certified Jira Fundamentals by Atlassian.
- Certified PMP by PMI from 2020.
- Certified LEAN Professional Training from Intel corporate.
- Interest in Social and Emotional Learning.

Experience

2023 - Now **ZaloPay**, *Project Manager (Agile PMO)*

- Create and manage release plan for multiple engineering teams. Ensure it is integrated to the wider portfolio end-to-end release plan.
- Manage risks, issues, dependencies and continuous improvement actions for squads under your working areas.
- Provide status reports regarding milestone, deliverables, RAID (Risk, Assumption, Issues, Dependencies), and communicating across stakeholders.
- Manage the team capacity and advise roadmap, timelines to Product Owner and other Business Stakeholders.
- Ability to create and maintain relationships with wide range of stakeholders (Product Owner, Business Owners, Technical Heads).
- Communicated effectively across all levels of the organization.

2022 - 2023 **Geotech, Project Manager**

- As a project manager in GeoTech, I worked closely with the project teams and clients to transfer goals into actionable plans, identify bottlenecks before they happen and tasks delivered in a time frame manner. It is important to be an effective process owner for the team and act as a primary communication point between teams as needed.
- Overview all project timelines to make sure the company maximizes its resource allocation.
- Communicate with Epic Games to ensure we understand the requirements for resource demand and allocate the right people for Epic projects.
- Handle partnership workflows with Epic to maintain a sustainable relationship with them.
- Change management and risk management.

2021 - 2022 **Stylefit, Production Manager**

- Handle all projects in production to satisfy client's schedule and quality.
- Create master plan and roadmap for production, as well as handle Shotgun as daily progress tracking for all stakeholders.
- Work with outsourcing team for extra resource if needed.
- Troubleshoot any daily issues in production to ensure communication lines are clear and achievable.

2019 - 2020 **Nam Truong Son - Kaspersky Education Foundation, Program Supervisor**

- As the program supervisor, I work closely with the local non-profit organization to develop the project/programs that solve their current issues and empower the growth of young generation.
- Be a part of Development Board to develop annual strategy for the foundation.
- Be on behalf of the sponsor to communicate with local NPO/ educational organization before approving/ declining their proposal and supervising on-going projects/programs.
- Analyse and evaluate the final results and reports before the project/program ends.

2018 - 2020 **GlassEgg Digital Media Ltd, Producer/Project manager**

- Be in charged with several well-known clients such as Sony, EA, Respawn US studio and involved into many titles: Real Racing, Spider-Man PS4, Medal of Honor, etc.
- Be responsible for all project phases, from planning to monitoring and closing the project.
- Handle communication between the project team members and stakeholders.
- Develop and keep team focusing on risk management to ensure the risk responses in place.

2017 - 2018 **Arcon-Sunmark Production Ltd, Executive assistant to GD / Project coordinator**

- Coordinate different functional departments to execute the cross projects and report the progress to General Director.
- Be in charged and coordinate all continuous improvement activities in the factory.
- Support optimization project for production department.

2015 - 2016 **Transinex Pte. Ltd, Program specialist**

- Create travel itinerary for group/school/business tours from Singapore, Malaysia to Viet Nam.
- Have on-the-job training in Singapore for operation management.
- Become a tour manager during onsite tours to ensure the trips are well-prepared.

Languages

English: Proficiency in writing, speaking, face-to-face client meeting, virtual meeting and internal communication

Education

2011 - 2014 **Bachelor of External Economics, Foreign Trade University**