NGUYEN Anh Tuan

Technical Manager @ BHD Co.,Ltd (Vietnam)

PMP x ITIL v3

Experienced Technical Manager with a demonstrated history of working in the media production industry. Skilled in Databases, Domain Name System (DNS), Mobile Apps, Servers, Networking, Digital Content Delivery, Digital Content Security and Cisco Systems Products. Strong engineering professional with a Master's Degree focused in Networking from Université Pierre et Marie Curie (Paris VI).

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Work Experience

Technical Manager @ BHD Co.,Ltd
SEPTEMBER 2016 - Present

- Architect, develop & maintain whole Video-on-Demand system.
- Architect and develop Digital Content Delivery system.
- Responsible for business demands high availability and low latency.
- Operating & maintain live streaming system for OTT apps, IPTV and Smart TV with very high traffic.
- Implementing, operating & maintaining Digital Content Secure (using DRM from Castlab & Verimatrix).
- Architect, develop & maintain CDN system with many secure solutions.
- Architect & manage develop application for all OTT platforms.
- Consulting for internal and external partners about Processing and Streaming Digital Content (FPT IPTV, FPT Play, HTV Cable...).
- Support for TV Station (VTV) for implement Dolby 5.1 audio, Processing & Live Streaming for live programs.
- Advise to the Board of Directors develop information-oriented technical business.

IT Manager @ BHD Star Cineplex
NOVEMBER 2011 - JULY 2016

- Responsible for all systems & infrastructure of Company (network, software & hardware, POS, camera, signage, access control, public sound...).
- Guarantee all system connected & working stability, response to business demands high availability and low latency (serve an average of 15,000 customers on a daily basis, up-time 99,5%).
- Monitoring, managing & maintaining all networks & servers (more than 35 servers).
- Building and maintaining VPN system, Active Directory, DNS, DHCP, Mail server, FTP server, File server, Firewall, Cisco devices, other software.
- Managing IT team provided support for Online & Offline Customer, End-user, Operation, Accounting & Marketing.
- Architect and develop Software with PHP, .NET, SQL Server & MySQL.
- Managing all IT projects (building new branch, renovation, installing and operating world-class software: Vista Entertainment Solutions).
- Advise to the Board of Directors develop information-system-oriented business.
- Providing training for all Management and Non-Management staff.
- Manage & maintenance Website & Mobile App (iOS, Android).
- Building security system & writing IT Policy Documents.
- Building backup plan for all services.
- Deploying, managing Online Services, Loyalty & Customer Care system.
- Building yearly, monthly budget for IT department.
- Building Migrating & Disaster Resolving Plan for whole system.

IT Officer @ RMIT International University
AUGUST 2010 - NOVEMBER 2011

- Operating & Support Information System.
- Create & Apply policies to Domain Controller.
- Supporting help-desk team about network, hardware & software of laptop, desktop, printer... etc.
- Deploying Computers & Operating System.
- Support other department system (e.g. Student Database, Student Time System – Student Services).
- Work closely with Academic staffs for resolve all problems about computing & network.
- Support for Test Environment of Academic staffs.
- Managing & monitoring all servers & firewall devices.
- Maintaining all networks & IT devices of campus.

IT Specialist @ Galaxy Studio
JUNE 2008 - AUGUST 2010

- Responsible for IT systems (network, internet, servers...).
- Installing , deploying & operating Cinema Management system (Vista).
- Building, managing & maintaining Website & Mobile App (iOS, Android, Windows Phone).
- Supporting to build Galaxy Channel on Zing Social Network.
- Design & monitoring Information System of Galaxy Nguyen Hong Dao (network, telephone, camera, servers...).
- Building & managing CRM system & all Promotion programs (website, online game & kiosk).
- Maintaining & fixing website technical problems.
- Researching & optimizing SEO & ranking task.
- Responsible for website loading time, UI, UX of website.
- Managing Forum.
- Design & produce social online game (Galatown).
- Design all banners of Galaxy & partners.
- Copywriting all website posts.

Education

MSc in Computer Science @ Université Pierre et Marie Curie (Paris VI)
OCTOBER 2016 - NOVEMBER 2018

Focusing to acknowledgement of Computer Networking, Telecommunication and Wireless.

BSc in Computing @ University of Greenwich
JUNE 2014 - JANUARY 2016

Learning about Computer Science with many subjects focusing to Software development lifecycle, mobile app development, database and algorithm.

BSc in Computer Science @ HCMC University of Science
JUNE 2014 - JANUARY 2016

Learning many subjects about database, programming language, computer vision and basic science.

PMP @ Soongsil University
SEP 2014

ITIL v3 @ SaigonCTT
MARCH 2011

Skill

Leadership & training

Complex problem solving

Critical Thinking

Service Orientation

Time Management

Management of Personnel Resources & Material Resources

Operation and Control

Quality Control Analysis

Interestes

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