

## Contact

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## Top Skills

Engineering Management  
Software Project Management  
Scrum

## Languages

English (Full Professional)

## Certifications

Certified Tester Foundation Level  
ITIL Intermediate SOA  
ITIL Intermediate RCV  
Professional Scrum Master™ II  
(PSM II)

# Ben Nguyen, PMP

PMP®, PSM II, AWS | Engineering Manager  
Adelaide, South Australia, Australia

## Summary

I'm an Engineering Manager with a strong background in building scalable, secure, and high-performing software systems—especially in the financial services and banking domain. Currently at Tyme Group, I work cross-functional teams delivering banking solutions on the AWS cloud, supported by modern DevOps pipelines and best-in-class engineering practices.

## Experience

### TymeX

3 years 6 months

#### Engineering Manager

March 2024 - Present (1 year 4 months)

Adelaide, South Australia, Australia

#### Engineering Manager

January 2022 - February 2024 (2 years 2 months)

Ho Chi Minh City, Vietnam

- \* Led 3 teams to deliver new banking features for GoTyme and TymeBank
- \* Drove the end-to-end software development lifecycle, promoting engineering practice, ensuring performance, regulatory & security compliance .
- \* Monitored and supported Production environment, preventing and resolving incidents.
- \* Part of the team to TymeBank the 1st Profitable Digital Bank in South Africa and GoTyme to acquire 1M customer within 10 months.
- \* Delivered successfully 5 new features: VAS, non-real time transfer, Bills Payment, Visa Card Payment, Visa Card Management
- \* Brought down AWS resource cost by 20% by optimizing application and infra.

### FPT Software

#### Delivery Manager

July 2019 - December 2021 (2 years 6 months)

Ho Chi Minh city

- \* Managed project execution, resource allocation, and ensuring on-time delivery.
- \* Delivered the light-weight procurement solution for GE client within 5 months. The successful delivery made it break-even in 2 years by saving significant amount of SAP ARIBA annual license fee.
- \* Reduce delivery cycle from 4 weeks to every 2 weeks by fine-tuning the release process.

## Unilever

### Support Engineer

May 2018 - June 2019 (1 year 2 months)

Sydney, New South Wales, Australia

- Provide business analysis, QA the solution and joined roll-out team to deploy the Distribution Management System across Unilever Australia
- Defined process and led service delivery team to comply with SLA

## Flex

### Scrum Master

August 2017 - April 2018 (9 months)

San Jose, California, United States

- \*Managed 2 teams to develop digital healthcare platform which can collect data, support users and provide insights to the effectiveness of the program.
- \* Developed on Google Cloud Platform, advanced DevOps pipelines, Security scanning and observability tools and comply with stringent FDA/HIPPA regulations.
- \* Completed successfully MVP-1 that built in the confidence for next phase.

## GE Digital

### Scrum Master

March 2017 - August 2017 (6 months)

San Ramon, California, United States

- \*Led 4 small-size development teams using Scrum / Agile Methodologies.
- \* Developed PoC on Digital Twin, IoT (Internet of Thing) based on GE Predix framework.
- \* Successfully defined effective working model between onsite and offshore teams.

## FPT Software

8 years 10 months

### Delivery Manager

April 2014 - May 2017 (3 years 2 months)

Vietnam

- \* Oversaw DMS project and service delivery across ASEAN markets
- \* Performed delivery management role for challenging & complex-integration projects
- \* Led a team to gain ISO27000 certification for FPT Software
- \* Developed and published the Service Portfolio following ITIL standard.
- \* Increased 30% on-time delivery rate for projects under my portfolio.

## PMO

June 2012 - March 2014 (1 year 10 months)

Bangkok City, Thailand

- \* Performed PMO role (Project Management Officer) for multi-country project to provide new Distribution Management System based on SAP
- \* Sale and new product penetration rate is increased by 20% after this project went live

## Project Manager

August 2008 - May 2012 (3 years 10 months)

Vietnam

- \* Managed FPT software projects with Atlassian tools like Jira, Confluence
- \* Awarded Employee of the Year in 2010
- \* Helped Unilever IT won award by developing and rolling out the cabinet control system which had mitigated cabinet loss by 50%

## NETS, Singapore

Software Engineer

March 2007 - July 2008 (1 year 5 months)

Singapore

Maintained and enhanced Electronics Payment gateways (eNETS) to meet SLA using Java Spring, Hibernate, Oracle

## Gemalto

Software Engineer

April 2005 - April 2007 (2 years 1 month)

Singapore

- \* Developed memory-stringent application running on SIM card using C/C++
- \* Developed Java application for back-end to handle SIM card requests

## ESCO Audio Visual Ltd, Singapore

Software Engineer

August 2004 - February 2005 (7 months)

Singapore

Maintained and enhanced Audio Visual products using LabView and C programming language

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## Education

National University of Singapore

Master of Technology, Software Engineering · (2006 - 2008)

Nanyang Technological University

Bachelor's degree, Electrical and Electronics Engineering · (July 2000 - May 2004)