



Duy Nguyen

Professional Service - Major Project Lead - 16 Years of Experience

CAREER OBJECTIVE

Project manager with success in planning, estimating and organizing the overall implementation of assigned projects. 8 years experience in education, training and eLearning. 2 years experience in project management

BASIC INFORMATION

Birthday	04/03/1988
Nationality	Vietnamese
Marital Status	Married
Gender	Male

LANGUAGES

English	Advanced
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SKILLS

SaaS Problem Solving
Front End Time Management
E-Learning
Project Management
Customer Service

CONTACT ME



📍 Sky9 Apartment, Thu Duc, Ho Chi Minh, Vietnam

WORK HISTORY



Major Project Manager

SECUTIX

01/2021 - Current (3 years 1 month)

- Provide Professional service to Major clients regarding ticketing platform.
- Lead the service team to deliver customer requests.
- Liase with Major clients in order to provide solution, preventive actions regarding ticketing platform.
- In charge on Service side for BOC - Business Operation Center - during big events.
- Provide all technical service to new client regarding ticket mobile app.
- Coordinate and deliver all service requests regarding ticket mobile app.



IT Integrated Specialist

Emasi Group of Bilingual International Schools

02/2019 - 12/2020 (1 year 10 months)

- Integrate Maker Space resource into normal classroom lesson.
- Troubleshoot and maintain the Lab software, and hardware including computers, CNC and 3D printers.
- Instruct the Technology and classroom teachers in technology related projects.
- In charge of maintaining reports and statistics that correspond to the MakerSpace Labs and to coach teachers in the use of the facility.
- Deliver training both basic certification, safety and training courses covering all the lab equipment.
- Research, develop and prototype innovative maker activities and maintain all Maker Space materials, tools and equipment including hardware and software.
- Collaborate with appropriate instructional and IT staff to support, manage and optimize the use of school software to support quality teaching and learning.
- Identify and manage potential new software integration partner that can create and build solutions for teaching and learning.
- Work with MD, Principal, and Senior Group IT to identify instructional needs and staff skill levels to develop a differentiated technology development plan for staff and faculty.
- Implement STEAM program at campus.



SEA Training and development specialist

GAMELOFT

02/2018 - 02/2019 (1 year)

- Search, evaluate, and select external trainers, training agencies to provide appropriate training programs.
- Manage the synergy, centralization of training activities in SEA [REDACTED] and/or conduct the necessary training sections for staffs and newly managers.
- Lead project team to develop eLearning and performance management [REDACTED] project team to develop online learning material for eLearning.
- Collect, analyse the learning needs and identify the whole structure and content for the E-learning platform.
- Manage the efficiency and quality of training materials and online courses as [REDACTED] the self-learning culture and the habits of using E-learning platform.
- Remain current with, and have a thorough understanding of the latest technology, tools, and trends in online learning and instructional media.
- Develop and manage simple tool to support routine productivity on WebApp.



e-learning support officer

RMIT University Vietnam

06/2015 - 11/2017 (2 years 5 months)

- Provide all levels of functional support for student and staff users of the Online Learning Environment.
- Identify teaching staffs' needs for advanced-level functional and basic-level pedagogical training in the use of the Online Learning Environment.
- Develop or source web-based, printable, and video support documentation for staff and student users.
- Periodically monitor the support queues to identify common problems; update documentation and processes as needed to ultimately reduce support needs.
- Conduct basic IT and orientation for new academic staff on learning technologies (e.g., LMS/online learning environment).
- Use Student Record Systems, previous semesters' records, and information from Departments and other sources to help compile accurate information for use in scope documents, usage reports, and other required documents.
- Lead project teams to implement, communicate minor works and routine upgrades/changes to the LMS.
- Lead project team on technical side to implement new LMS for RMIT Vietnam.
- Lead the development and maintenance of a comprehensive suite of online support materials.
- Develop Survey report generator with Excel VBA to ensure accurate and timely report delivery



Technician and Training Specialist

Intel Products Vietnam

04/2011 - 06/2015 (4 years 2 months)

- Lead project team to improve training quality and proficiency.
- Lead project team to develop e-learning training material.
- Develop and maintenance systems includes training and SOP violation tracking.
- Conduct manufacturing operation training and development.
- Implement Trainer toolkit for 98% operation modules,

knowledge procedure for all module in Finish area.
Successfully launch 5 simulation programs for training purpose

EDUCATION

- ◆ **Bachelor's degree, Industrial Chemistry**
HUTECH
01/2006 - 01/2010 (4 years)

REFERENCES

- ◆ **Lê Thị Việt Hà**
Account manager - Sparkprep
[REDACTED]