PHAM THANH LONG HAI

Birthday: 13/09/1990

Phone:

Email:

EDUCATION

Ho Chi Minh Open University

10/2009 - 05/2013

Specialization: Computer Science

University of Economics

01/2015 - 10/2015

Certificate of professional accounting

WORK EXPERIENCE

ZENGROUP JOIN STOCK COMPANY

05/2021 - present

Role: Systems Operation Leader

- Responsible for maintaining, backup, supporting, and upgrading applications: ERP, POS and E-commerce.
- Troubleshoot application software (ERP) and data problems on a timely basis. Receive and resolves ERP issues from users.
- Assist end-user development of ad-hoc queries and reports of ERP data.
- Implement user allocation/revocation on the ERP system.
- Prepare workflow models, diagrams for any user requirement. Responsible for executing and validating test cases.
- Design and implement SQL Server Tables and Views. Setup and schedule many jobs in SQL Server.
- Get knowledge on Database programming (Store Procedures, Functions, Triger).

LAC VIET COMPUTING CORPORATION

04/2018 - 05/2021

Role: ERP & HRM & Bank Consulting Specialist

- Responsible for implementation of ERP/HRM and Bank's remittance system.

- Work with customer to elicit the pain points, clear the requirement and consult the standard flows.

- Document, train key/end users and support go-live.
- Cooperate and support to project teams for planning and implementing on-going projects.

- Get knowledge on ERP, Banking, HRM, WMS.

ADALINE JOIN STOCK COMPANY
04/2016 - 04/2018

Role: Business analysis leader, database architecture

- Database programming (Store Procedures, Functions, Triger), Performance Tuning SQL Queries,
  designing and Implementing SQL Server Tables and Views, Setup and schedule jobs in SQL server.
- Design report, UI with mockup tool and via Microsoft visual studio.
- Liaise among stakeholders to elicit, analyze and validate requirements.
- Plan and report project timeline/development process.

- Prepare workflow models, diagrams. Present and discuss with customer to get the final solutions.

- Act as stakeholder of project backlog items, work closely with development teams.

WINTA JOINT STOCK COMPANY
01/2013 - 04/2016

Role: Leader of Implement and Consulting team

- Collect and discuss the customer requirements to deeply understand. Consult to have the suitable business process.

- Work closely with other product managers, business analysts, developers to plan and estimate projects.
- Train and support the team members, key and end users to use systems effectively.
- Assign tasks to team members, keep the projects in time.

- Attend projects meeting with customers and project manager for updating status on process or solving the issues.

- Manage the company's website, vps, hosting system.
- Get well known on Retail, POS, TMS and F&B.

Role: Business Analyst

- Gather the customer requirements, analyze and write Blueprint.

- Work directly with project team to define issues and give solutions.
- Design report forms.
- Write solution and guideline documents.

Thank you!