

TIN LE

IT MANAGER - 14 YEARS OF EXPERIENCE

203/2 Lac Long Quan St., Ward 03, District 11, Ho Chi Minh, Vietnam

CAREER OBJECTIVE

Highly skilled and motivated IT Manager with ten years of experience in leading technical teams and managing complex IT projects, seeking a challenging position in a dynamic specialized company where I can leverage my expertise in information technology to drive innovation, enhance efficiency, and contribute to the company's growth.

BASIC INFORMATION

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|-------------------------|------------|----------------------|------------|
| ● Birthday | 25/03/1986 | ● Nationality | Vietnamese |
| ● Marital Status | Married | ● Gender | Male |

LANGUAGES

- **English** > Advanced

SKILLS

- Problem Solving
- IT Infrastructure Management
- Virtualization Systems
- Cross Functional Relationship Building
- IT Strategy
- Multicultural Team Leadership
- Expense Budget Management
- Information Security Analyst
- Project Management
- Enterprise System Consultancy
- Data Analysis

WORK HISTORY

- **ICT Manager** 05/2021 - Current
Esuhai - Kaizen Yoshida School
Key Duties:
 - **Infrastructure Oversight:** Managed stable operations of computer infrastructure, networks, storage systems, and software to meet organizational needs.
 - **Service Excellence:** Ensured seamless IT service provision, including user support, data security, management, backup, and recovery.
 - **Data Analysis Leadership:** Headed the Data Analysis Center, developing data warehouse infrastructure and tools for advanced analytics, driving enhanced business operations and actionable insights.
 - **Solution Development:** Directed enterprise application development and solution research, guiding activities from analysis to deployment.
 - **Project Management:** Planned and executed IT projects, ensuring alignment with business objectives.
 - **Information Security:** Safeguarded organizational data integrity, including network security and customer information.
 - **Product Development:** Managed technology product development, spanning software applications, hardware, and IT services.
 - **Budget Management:** Oversaw IT project budgets, leading a skilled technical team for optimal performance.
 - **Strategic Planning:** Proposed and implemented IT strategies to support organizational goals.
 - **Compliance Assurance:** Ensured IT operations complied with industry regulations and legal standards.
 - **Efficiency Enhancement:** Streamlined IT systems for improved efficiency and cost-effectiveness.
 - **Cross-Departmental Collaboration:** Collaborated with various departments to understand and meet end-users' IT requirements.**Recognitions and Achievements:**
 - **Team Building:** Successfully built and developed a high-performing team.
 - **Data Warehouse Implementation:** Initiated and implemented the Data Warehouse.
 - **Omnichannel Contact Center:** Deployed an Omnichannel Contact Center.
 - **CRM Automation:** Improved CRM operations through automation flows.
 - **Sales Control Dashboards:** Provided Sales Activity Control Dashboards for C-M-S levels.
 - **Digital Transformation:** Spearheaded Digital Transformation efforts for Marketing, Sales, and Training Divisions.
 - **Data Loss Prevention:** Implemented The solution for Critical Data Management.
 - **E-learning:** Introduced E-learning for internal training and external clients.
- **Infrastructure Manager – Technical Service Manager** 08/2017 - 04/2021

Key Duties:

- **Strategic IT Leadership:** Collaborated with the Board of Directors to align technology initiatives with long-term business goals.
- **Network Infrastructure Strategy:** Executed a reliable and scalable network infrastructure strategy.
- **Information Security Advocacy:** Spearheaded data protection measures and ensured regulatory compliance through the company's information security policy.
- **Team Leadership & Development:** Led IT infrastructure team, fostering skill development and collaboration.
- **IT Help Desk Management:** Oversaw IT help desk, ensuring infrastructure availability, meeting service level agreements, and delivering user support.
- **Vendor Relationship Management:** Managed vendor relationships, ensuring effective partnerships and optimized solutions.
- **Cutting-Edge Technology Implementation:** Explored and implemented innovative technology solutions to enhance logistics operations and drive business growth.
- **Performance Collaboration:** Collaborated with the Operation Team to optimize vehicle monitoring system performance.
- **User Experience Enhancement:** Partnered with Sales and Software Teams to improve user experience for Internal Operation Applications.
- **E-commerce Success:** Enabled successful E-commerce plan implementation, providing premium delivery services for enterprise clients.
- **Technical Design Review:** Reviewed technical design of significant information systems projects, offering expert consultation to project teams.
- **Cost Control:** Maintained strict IT cost control, aligning with established budgets.

Recognitions and Achievements:

- **Infrastructure Migration:** Successfully migrated to a virtualization platform, enhancing scalability and resource utilization.
- **Performance Enhancement:** Implemented high-availability (HA) and replication models, significantly improving app and database performance.
- **Cost Reduction:** Achieved consistent 20% annual cost reduction in IT operations since 2018.
- **Productivity Boost:** Increased server core system productivity by an average of 15% annually through nationwide hardware optimization since 2019.

● Deputy Technical Manager

04/2013 - 07/2017

Ho Chi Minh Television

Key Duties:

- **Encoder & Transcoder System:** Built and managed Encoder & Transcoder System.
- **Digital TV Network:** Established network infrastructure for Digital Television Transmission System.
- **Web & Database Redundancy:** Implemented Load Balancing & Redundant Systems for Web & Database Services.
- **Pay-TV Web System:** Managed the Pay-TV Web System.
- **YouTube Content Management:** Managed content for multiple channels in the YouTube Premium Partner System.

Recognitions and Achievements:

- **Online Pay-TV Ranking:** Ranked among the Top 10 most popular Online Pay-TV platforms in 2014, powered by OTT Technology.
- **MCN YouTube Vietnam:** Secured the contract to become an MCN YouTube Vietnam Publisher in the YouTube Premium Partner Program.
- **Silver Play Buttons:** Earned Two Silver Play Buttons within the first year in the YouTube Video Network for HPlus & HTV Entertainment Channels.

● Lecturer

09/2009 - 03/2013

Nhat Nghe Education JSC

Key Duties:

- **Networking Instructor:** Taught Networking courses covering Basic systems and MCSA.
- **Hands-On Guidance:** Provided hands-on guidance to students for configuring network models of small to medium-sized systems.

EDUCATION

● Business

03/2023 - 04/2023

Associate's degree - Kingston International School
CRM, Technology and Strategy

● Business

02/2023 - 03/2023

Associate's degree - International Management Training Centre
Entrepreneur & Entrepreneurship

● Data Science

01/2022 - 01/2023

Associate's degree - Coursera

Data Science, Methodology, Deep Learning, Machine Learning, Github, Python Programming, Big Data, Jupyter notebooks, Data Mining, Rstudio, SQL

- **Social Media**

01/2014 - 12/2014

Associate's degree - Ho Chi Minh Television & RMIT

. Digital Analysis, Strategy and Media Marketing Analytics

. Models of Development for Internet Based Media in Television

. Website Development for New Media Trends

- **Microsoft Network Infrastructure Management**

06/2011 - 07/2011

Associate's degree - Nhat Nghe Education JSC

. Windows Server Virtualization, Configuration

. Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure

. Windows Server 2008 R2, Server Virtualization

. Managing and Maintaining a Microsoft Windows Server 2003 Environment

. Exchange Server 2007 Configuration

- **Computer Networking**

09/2004 - 09/2009

Bachelors - HCMC University of Technology and Education

. O2 Security Firewall

. Information Technology and Networking Engineer

. Training Profession

CERTIFICATIONS

- **Customer Relationship Management**

Kingston International School - 2023

- **Entrepreneurship And Sales**

iMTC - 2023

- **IBM Data Science Professional Certificate**

Coursera - 2023

- **Website Development for New Media Trends**

RMIT - 2014

- **Models of Development for Internet Based Media in Television**

RMIT - 2014

- **Digital Analysis, Strategy and Media Marketing Analytics**

RMIT - 2014

- **MCSA**

Microsoft - 2011

REFERENCES

- **Nguyen Van Tao** [REDACTED] - + [REDACTED] CEO - VNETWORK