

NGUYEN TRAN DUY BAO

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❖ INTRODUCTION & CAREER GOALS

- I have worked in various sectors in IT industry with senior consulting experience in Digital Transformation, Advanced Analytics, RPA / DPA / IPA, AI / ML, Business Processes, DMS / SFA, ERP, Digital Marketing, eCommerce. Contributing valuable contribution in integrating process automation, IT resource optimization, project management, IT strategy in line with Business requirements that demonstrated ability to visualize, create, organize and lead.
- I have a passion for innovation and optimization, applying digital transformation for organizations to achieve tangible business results from ideas generated by information technology in business operations. With years of experience working in leadership positions, dynamic teams, complex cross-cultural, multinational, cross-functional situations, working with senior managers, directors and CEOs to guide the Digital Transformation strategy for the organization.

❖ ACADEMIC BACKGROUND

➤ 2013 – 2015: Post & Telecommunication Institute of Technology (PTIT)

(Master's degree of Information System)

-Website: [REDACTED]

-My thesis has been published: *Optimal content placement for adaptive bit-rate streaming in cache networks* ([REDACTED])

- **2007 – 2012: Ho Chi Minh City University of Technology (HUTECH)**
(*Bachelor of Computer Systems Networking and Telecommunications*)
-Website: [REDACTED]
-GPA: 3.44/4
- **2010 – 2011: Cisco Certified (CCNA & CCNP)**
- **2008 – 2009: Microsoft Certified Systems Engineer (MCSE) with ID Certifications**
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❖ **KEY SKILLS**

- Experience and knowledge about solution product development and management:
 - Build a plan go to market for RPA solution and product packaging(apply RPA for operation: Accounting, HR, SAP, ERP, IT, Retail industry, FMCG, Manufacturing)
 - Building a roadmap to develop consulting products "Digital transformation consulting services"
- Experience and knowledge about Website development and management:
 - Website development for e-commerce via WooCommerce.
 - WordPress open source: PHP, MySQL, HTML
 - Analytics web page and make report with Google Analytics.
 - Experience in: website project management, web hosting, cPanel, CMS, design UI/UX web.
- Experience and knowledge about Data Structure, Software Development and apply Digital Transformation solution:
 - Data analyst, database structure and data storage systems.
 - Enterprise architecture, IT strategy, business analysis.
 - Software development process:
 - ✓ work with business owner to fix the requirement, work with stakeholder for all connection, make action plan to push task and fix issue.
 - ✓ Make documents of project: business process, minus of meeting, user manual, specification of project, report template, Test case for User acceptance test.

- Project management: delivery projects on time, to budget and specification, skill resolve and escalated critical issues.
 - Apply digital transformation services and solutions for FMCG, Retail, Manufacturing enterprise: DMS, WMS.
- Knowledge about analysis, implementation and evaluation of IT systems and their specifications-based IT Services Management (ITSM) and ITIL v4.0

❖ WORK EXPERIENCE

- **Senior Consultant - Digital Transformation Department - CMC Technology and Solution Sai Gon Co., Ltd:**
(Apr-2022 to Present)

#1 Project development of Digital Transformation Consulting Service:

- Building a Digital Transformation Consulting Service Framework (DTF) for the company's consulting service portfolio.
- Building an approach to consulting services on the basis of the Enterprise Architecture model.
- Make the plan build the DX Consulting services with many milestones as:
 - + *Brainstorming method to analyze SWOT to build DTF.*
 - + *Identify target customers, service offering and road map.*
 - + *Build digital transformation maturity assessment tool.*
 - + *Build digital architecture design, process of data flow analytics and business flow, human map for digital transformation consulting service, digital transformation ecosystem.*
- Documentation: proposal to customer, the digital transformation roadmap, deliverables to customers, idea generation phase for organizational improvement.

#2 Products packing development and Go to market plan for Robotic Process Automation (RPA) solution:

- Have experience in consulting RPA and BPR (Business Process Re-engineering) solutions, can analyze to understand the current context, analyze challenges and opportunities for each customer.
- Analyzing the compatibility between the capabilities of the RPA solution and the customer's business needs. Collect information, analyze, and plan to introduce solutions, present proposals to customers.

- Develop document of RPA solution: project implementation methodology, proposal with RPA scope of work, business requirements document, as-is and to-be documents process.
- Build the plan go to market for RPA solution include:
 - + *Customer persona, customer journey with RPA solution, market research, marketing plan include digital marketing content and event offline.*
 - + *Approach to the market for enterprise solutions, prepare workshop content, create a campaign to promote RPA products suitable for SME/ENT/FSI customers.*
 - + *Make the RPA product portfolio to reach customers and package RPA products/projects.*
- Capacity assessment of RPA solutions with new automation solution partners to increase more choices for customers.
- Join forums, seminars with speaker RPA solution role to update knowledge for consulting activities and organize workshops to introduce solutions to customers.
- Organize training, introduce solutions for sales team.

➤ **Leader of IT Section - Rohto Mentholatum Viet Nam Co., Ltd:**

(Aug-2011 to Apr-2022)

- Lead a section of 5 members (network team and data base team) which provide all IT support (infrastructure, data analysis and application developing) for the company in the country wide.
- Accountable for collaboration, resource planning, scheduling and communications necessary to develop people, processes and critical IT solutions for corporate users.
- Responsible for contributing towards the achievement of the corporate strategic vision and operational target goals.
- To make and manage IT budget and annual IT plan.
- To apply the technology and security solutions which align with business strategies.
- Lead and make action plan manage IT projects, including the design and deployment of new IT systems and services (network and database).
- To analyze business requirements by cooperate with key stakeholders across the organization to develop solutions for IT needs (network, database and application).
- Monitor performance of IT systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure.
- Define IT infrastructure & database: strategy, architecture, and processes (SOP, Policy).
- Assistant to the General Director about IT strategy, Information Management System (CRM, Sales Forecast System, SCM, MRP).

- Cooperate with third party to develop solutions for Supply Chain Management (Manufacturing, Stock Management, Distributor Management, Sales Forecast System).
- Step by step apply IT management as a service for businesses in the process of Digital Transformation.

Projects Implementation at Rohto Mentholatum Vietnam with Role Project Manager

- *Point of contact with IT vendor.*
- *Work with business owner to fix the requirement when business change.*
- *Work with stakeholder about connection, API development, data structure.*
- *Setup and manage effort project team member.*
- *Make action plan to push task, fix function, input data, fix issue from end-user.*
- *Check and compare the project's requirements with the actual situation.*
- *Check, revise and collect documents of project: business process, minus of meeting, user manual, specification of project, report template...*
- *Resolve and escalated critical issues.*
- *Preparation: platform to software, initial data for system, test case for User Acceptance Test.*

#1 Business Analysis and Develop Business Intelligence for RMV System: check the process of recording actual data at each department. Analysis data classification & utilization data. Arrange the types of data available in departments that are useful data. Check the possibility of combining these useful data types, based on the operation process and business relationships between departments. Develop the Sales Forecast System by apply data warehouse and BI, apply the software base on RPA for input data to MRP system, apply platform to improve Supply Chain Management.

#2 Renovation LAN System: implement new network system based on Cisco technology (Meraki) to manage performance of the network system, apply policy for end-user and improve internet speed. Result of project to improve network security, monitoring and troubleshooting quickly from cloud technology.

#3 Apply Digital Transformation System for business: apply and training **Microsoft 365 & Microsoft One Drive** for company, and also apply **Slack and Trello** tools to increase productivity by reduce time calling & checking email, create friendly working environment between departments by chat channel, manager & staff can check progress of plans & projects in current.

#4 Develop Websites of Rohto Mentholatum Vietnam: determine users and project requirements, content outline, design and development, launch and promotion.

-*Company site:* [REDACTED], [REDACTED], showroom...

-*Web app:* Intranet portal, KPI & E-Leave Management...

#5/ Make IT Action Plan Work From Home: by apply IT tools for end-user base on business continuity plan of company, training and make document for project “migrate office to work from home of company” (Microsoft solution).

#6 Open Source Software Custom and Deployment for IT Management:

- **IT Asset Management:** enable IT departments to track who has which laptop/PC... when it was purchased, which software licenses and accessories are available, and so on. Improvement significant asset tracking, follow and prepare budget IT yearly.
- **Online Ticket System:** in order to streamline support requests and better serve end user, IT team utilize a support ticket system. Every support request is assigned a unique ticket number which end user can use to track the progress and responses online.

#7 Project “ Information Security Management System”: document about system policy to perform risk analysis, select control objectives and control to be implemented, and implement security solution to control end-user with current equipment (Data Lost Prevention Solution).

#8 Standard Operating Procedure (SOP) for Information Technology (IT) Operations:

- Make SOP to identify the life cycle management: buy new, replacement, upgrade.
- Make SOP to identify the security system.
- Make SOP to identify the data loss prevention: data at rest, data in use, data in motion.

#9 Project “Enhance Stable Operation of System”:

- Analyst data from online ticket system about troubleshooting for end user, make maintenance system plan quarterly to improve system stability.
- Categorize basic IT errors, make the IT document guide for end-users to providing information on how to fix the basic IT errors commonly encountered by users and organize training (security basic, MS-Window TIPS, MS-Office skills...).
- Set up backup systems for disaster recovery scenarios of software, Cisco Meraki systems, databases, virtual systems.

➤ IT Manager - Villa FB & Mifuki Hotel:

(Jan-2011 to Jul-2011)

- Troubleshooting server and workstation systems, deploying services, managing IT assets, telephone switchboard, and supporting end users.
- Administration, periodic maintenance of server hardware, storage devices.
- Management data store system. Antivirus management: deploy & configuration anti-virus server, policy base on Kaspersky End Point.
- Support end users at branches, support R- keeper POS system.

- Design and Implement: Domain, Exchange, DHCP and DNS.
- Design and Implement: Intranet system, WIFI system, Video conference system.
- Design and Involve into the Implement of Fiber-VPN project for all offices, factory.
- Design and Implement the system monitoring system for all Network and Servers.
- Setup High Availability system with Microsoft Hyper-V technology, VMware.
- Design and Build rack server, server room.
- Configuration and Administration: Mail server hosting, Web server hosting.
- Configuration backup schedule database system.
- Write IT document about: maintain system workflow, security procedure and policy, User guide Email and Intranet system.

❖ **ACHIEVEMENTS**

- **2009 – 2010**: Scholarship of Top 5 excellent students at Faculty of Information Technology

❖ **CHARACTERISTICS**

- Strong problem solving, leadership skills.
- Good communication, negotiation, critical thinking, presentation skills.
- Ability to work under pressure and meet tight deadlines.
- Have skill work independently as well as within team.
- To consider every aspect of the problem before putting forward a best solution.
- Have a high sense of responsibility, eagerness to learn and work.
- Working hard and attentively.

❖ **HOBBIES**

- Travelling and reading.
- Sports: running, swimming and badminton.
- Socializing with people about new technology.