



Lữ Tài Lân

Driving Innovation and Efficiency

Contacts



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Phan Anh, Tan Phu, Ho Chi Minh, 70000, Vietnam



EDUCATION

Time		School Name & Location
From	To	
1996	2000	Chính Nghĩa Elementary School D.5
2001	2005	Hồng Bàng Secondary School D.5
2006	2009	Nguyễn Hiền High School D.11
2010	2014	Tôn Đức Thắng University D.7 - Major: IT / CS
2014	2018	TOEIC 840 - 860



PROFILE

A dedicated System Specialist with strong expertise in Data Analyst, I am knowledgeable and experienced in leveraging data-driven insights to optimize processes for enhanced efficiency and productivity. Proficient in building insightful reports using Power BI/ Tableau, and skilled in creating VBA macros to automate manual tasks. Seeking an opportunity to leverage my technical proficiency and problem-solving skills. I am committed to driving efficiency, productivity, and revenue growth through the effective utilization of cutting-edge technologies to extract, analyze, and visualize data.



SKILLS

SAP	<div><div></div></div>	90%
SFDC	<div><div></div></div>	80%
SQL	<div><div></div></div>	85%
Power BI/ Tableau	<div><div></div></div>	90%
Excel VBA	<div><div></div></div>	95%



WORK EXPERIENCE

INSEE - SIAM CITY CEMENT(VIETNAM) SYSTEM SPECIALIST

(February 2019 - October 2023)

System Support:

- Offer technical assistance and troubleshooting expertise for systems such as SAP, SFDC, Ordering, Dispatching, and others.
- Ensure seamless system functionality and resolve system-related issues promptly.
- Manage user accounts, maintenance, reports, auto reports, and operational tasks.

Application Management & Process Enhancement:

- Create Webs (PHP, Sharepoint) / Apps (VBA Macro, Power Apps) to automate processes, streamline repetitive tasks, and enhance productivity.
- Identify opportunities for process improvement within the department and propose innovative solutions.
- Collaborate with end-users to understand their application needs and implement solutions accordingly.
- Translating business requirements into technical requirements.

Data Analysis:

- Utilize Power BI, QlikView, and SFDC to create reports, provide data-driven insights, and present data relevant to the COMMERCIAL department.
- This aspect of my responsibilities involves comprehensive data management, including data gathering, cleansing, and ETL (Extract, Transform, Load) processes.

Data Security:

- Maintain strict data security protocols when handling customer information.
- Educate customers on data protection and privacy best practices.

Documentation:

- Maintain accurate records of customer accounts and interactions on SFDC database.
- Document common questions and issues, along with their resolutions, for future reference.

Communication:

- Effectively communicate with customers via email, chat, or phone to address inquiries and resolve issues.
- Collaborate with cross-functional teams to relay customer feedback and concerns for continuous improvement via Cases module on SFDC.
- Bridge the gap between business requirements and technical implementation, ensuring that the resulting IT solution aligns with the organization's objectives.



WORK EXPERIENCE

INSEE - SIAM CITY CEMENT(VIETNAM)

WEB-APP ADMIN OFFICER

(October 2018 - January 2019)

User Acceptance Testing (UAT):

- Collaborate with various internal team to ensure that the web application meets user requirements and functions as expected.
- Report any issues or bugs identified during UAT to the Vendor for resolution.

Customer Account Creation:

- Accurately create customer accounts in the InseeConnect Website.
- Ensure that all customer information is entered correctly and securely.

User Instruction:

- Provide clear and concise instructions to customers regarding the use of the web application.
- Assist customers in navigating the platform and its features.
- Offer guidance on order placement, account management, and troubleshooting common issues.

Technical Support:

- Offer technical expertise, provide guidance and support to Insee internal team when dealing with web development vendors.
- Provided post-launch support and updates, addressing client feedback and enhancing existing projects.

[- Order Management Web / App](#)



WORK EXPERIENCE

Coastal Health Clinic

System Administrator

(July 2018 - September 2018)

Took care of everything IT-related:

- Set up clinic website and email system.
- Set up the clinic's wifi network.
- Set up a security camera system.
- Set up a local phone system.
- Set up computers / laptops for the clinic.
- Write guidelines for clinic employees to utilize the equipment.
- Setup programmable led board sign.

Thinkteal

Web developer / designer

(March 2017 - July 2018)

- Set up and maintain Thinkteal company website.
- Develop & Design Wordpress website based on the client's requirements.
- Assist other developers when needed with graphic design, export, preparing graphic assets, etc. (Sketch, Photoshop, Illustrator)
- Work and communicate directly with clients to ensure everything's working smoothly. (Porsche, Vichy etc.)
- Maintain website for clients of Havas Riverorchid agency.

International Trade Supplier Business

IT officer / Marketing officer

(March 2015 - December 2015)

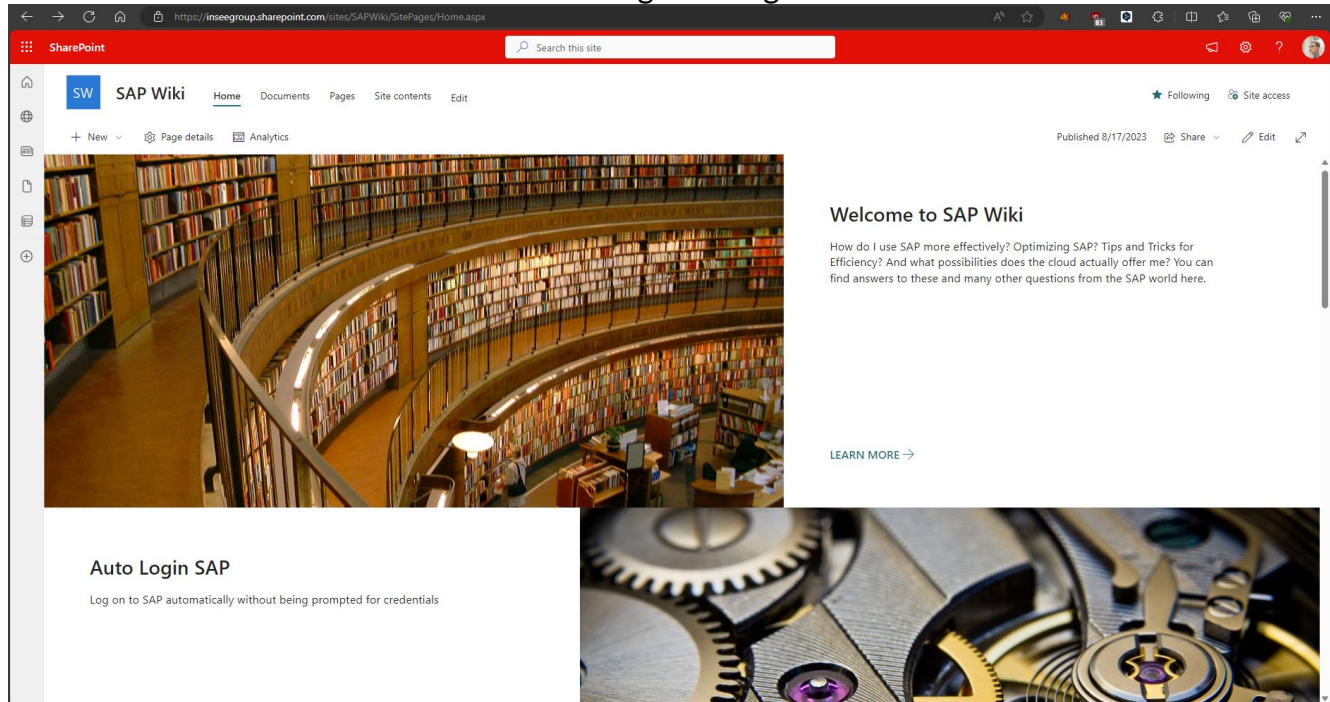
- Set up + maintain the company's e-commerce website.
- Help register and sell their product (phone accessories) on various b2c e-commerce platforms (Lazada, VatGia, Sendo, etc.)



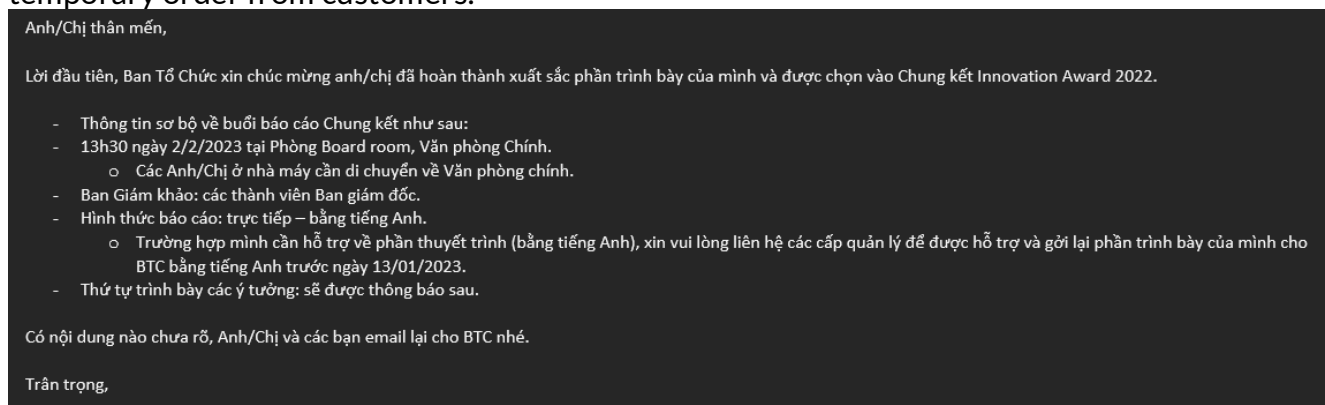
ACHIEVEMENTS

2023

1/ Created a SharePoint site for SAP knowledge sharing.



2/ Nominated for Insee Innovation Award 2022: BCP Ordering website to manage the temporary order from customers.



2022

Developed a BCP Ordering website to support many departments (Commercial, Supply Chain, Transportation...) throughout a lengthy SAP upgrade, allowing Insee to continue serving customers. [REDACTED]

Completed:

1/ Data Visualization & Storytelling @ TC Data [REDACTED]

2/ Data Cleansing & Modeling @ TC Data [REDACTED]

3/ Data Engineering with Azure Data @ TC Data [REDACTED]



ACHIEVEMENTS

2020

Completed: Planning & Organising skills



2019

Completed: Pro Power BI for Desktop @ Tân Đức ITS

Completed: Effective Communication skills course

