

CURRICULUM VITAE

A

PERSONAL INFORMATION



Full Name: **NGUYEN VAN TUAN**

Date of Birth: May 10, 1986

Marital Status: Married

Gender: Male

Address: Hope Garden, 102 Phan Huy Ich St., Ward 15, Tan Binh District, Ho Chi Minh City.

Phone Number: [REDACTED]

Email Address: [REDACTED]

Expected Salary: Negotiation

Career Objective: To become the strong IT Leader for the organization who has ability of delivering increasing value to organization's business.

B

EDUCATION & QUALIFICATION

- Bachelor of Mathematics & Informatics of HCMC University of Science (2010)
- MSCA (2009)
- MCSE (2009)
- CCNA (2010)
- SEO (2013)
- Web Development with PHP & MySQL (2015)
- VMware vSphere VCP 550 (2015)
- ITIL Foundation v3 (2016)
- CEHv9 (2017)
- Knowledge about IT Performance-based Management
- Knowledge about IT Architecture & Infrastructure
- Knowledge about Process Development and Improvement
- Knowledge about IT Project Management
- Knowledge about IT Trend Assessment & Acquisition
- Knowledge about Information Security Trend and Architecture

- Knowledge about IT Strategic Planning
- Knowledge about IT Budgeting and Spending Planning
- Soft Skills: Report, Work Management & Organization, Management skills, Leadership

C

WORKING EXPERIENCES

Apr, 2017 – Present:

Multinational company: **CFLD INTERNATIONAL**

Role: **Country IT Manager**

Mission: I'm responsible for managing all of IT functions in Vietnam local country that ensuring to deliver strong local IT infrastructure, services, apps and oversea corporate IT services, apps, and policies such as OA application, laptop reimbursement policy, etc... to employees they need to work for full productivity while ensuring cost optimization and reducing business risk at acceptable level

Main duties:

- Playing role as Head of IT, **taking the main responsibility for managing the IT Function for Vietnam Region Business Unit**, directly report to Country HR Director, and corporate report to International Head of IT, CEO
- **IT Management Function:**
 - ✓ Establishing and aligning business about the annual IT targets, plan, projects, action plans. Allocating resources of human and cost that ensure for completing the plans, project, and reaching targets.
 - ✓ Key contact point to all local relative departments, oversea business units, and headquarter for delivering IT services/apps to end-users. Analyzing, consulting, establishing standards, evaluating design and monitoring implementation of IT systems, services, apps, projects.
 - ✓ Key contact point to all external partners such as Constructors, IT vendors, IT suppliers for requesting standards, negotiating, evaluating of design, monitoring of implementation, managing operation and continual improvement of IT systems, services, apps.
 - ✓ Training, coaching, and monitoring the IT outsourcing human resource for delivering Helpdesk services and technical management in line with requirements and commitments
- **IT Infrastructure Management Function:**
 - ✓ Planning, propose to purchase hardware and software to build up the IT system and services, renting IT outsourcing services that ensure to IT infrastructure is strongly to meet business needs.
 - ✓ Frequently analyzing and getting business demands for proposing to improve, and upgrade the IT infrastructure.
 - ✓ Allocating the annual resources of human and cost for renting IT maintenance outsourcing services to execute technical management for building up, upgrading, maintaining, operating, and improving the IT infrastructure.
 - ✓ Working with Design management and Project management department to make sure Server Room's capacity is delivered to meet standards and IT needs.
- **IT Operation & Helpdesk Services Function:**

- ✓ Monitoring the IT system, network, and servers.
- ✓ Establishing, implementing, and improving the processes (SOP) for IT Operation and Helpdesk
- ✓ Working with IT outsourcing vendor to resolve issue, problem as well as improve IT system, services even before working hour started.
- ✓ Training, releasing instruction to end-users in order to they use IT services, apps properly both newcomers and employment staffs.
- ✓ Ensure for disconnecting access rights to IT resources from left employees since after their working day.
- ✓ Delivering IT services/ apps, and IT-Helpdesk services to end-users.
- ✓ Monitoring, updating information of IT assets include Hardware and Software.
- **IT Project Management Function:**
 - ✓ Analyzing, getting the business requirements, and specifying technology requirements and SOW (Scope of Works) of project for Constructors, IT vendors, IT suppliers.
 - ✓ Defining the Role of Responsibility of IT team and Constructors, IT vendors, IT suppliers on each project.
 - ✓ Evaluating and approving the Design and BOQ of project
 - ✓ Monitoring implementation of project by Constructors, IT vendors, IT suppliers.
 - ✓ Approving the Hand-over & Acceptance of project.
- **IT Vendor & Contracts Management Function:**
 - ✓ Seeking the potential IT vendors, suppliers have capability in accordance with the needs of business and IT.
 - ✓ Negotiating vendors, suppliers to be provided fulfillment of SOW, SLA that IT needs with optimized cost in line with budget approved, and complying with company regulation.
 - ✓ Tendering, signing of IT services contracts comply with company the company policies.
 - ✓ Taking in charge monthly, quarterly, annual contracts payments.
 - ✓ Monitoring contracts terms, and signing the contract amendments to extend contract if it's expiration upcoming.
 - ✓ Annual review the contracts to ensure for it will meet business needs and IT requirements.
- **IT Budgeting and Spending Management Function:**
 - ✓ Building up the annual budgeting and spending pPlan.
 - ✓ Allocating the budgeting and spending plan quarterly.
 - ✓ Adjusting the budgeting and spending plan quarterly (if need).
 - ✓ Monitoring and recording the actual historical spending.
 - ✓ Making the report of budgeting & spending Plan and actual spending

Main achievements:

- Success to concurrently set-up the IT system for 5 business offices, operating 03 temporary business offices within 7 months, creating 500 IT accounts with 500 employees HR profiles for that is preparation of business operation and activities.

- Success to deliver and propose to improve corporate overseas OA business management application (ERP) and overseas IT services for business at start-up and operation.
- Success to reach annual targets of IT Team as well as accomplished implementation of annual programs, plans of IT Team that is managed by only myself.

Apr, 2013 – Apr, 2017:

Multinational company: **POSCO E&C VIETNAM CONSTRUCTION & ENGINEER COMPANY**

Role: **IT Team Lead**

Main duties:

- Playing role as IT Team Lead, **taking the main responsibility for developing and improving the IT system and services for company in Vietnam**, report to Head of HR.
- Managing and operating IT for whole Vietnam country:
 - ✓ Offices: 02
 - ✓ Factory: 01
 - ✓ Sites: 05 – 10 (Locations: HCMC, Hanoi, Danang)
 - ✓ End-users: 500 – 700
 - ✓ Local Country IT Services: 20
 - ✓ International IT Services: 05
 - ✓ Internal IT Processes: Request Management Process, Incident Management Process, Change Management Process, ...
- IT Functions management
 - ✓ IT Technical management
 - ✓ IT Operation management
 - ✓ IT Helpdesk management
 - ✓ IT Application management
- Designing, developing, managing, and operating the IT infrastructure for whole Vietnam country
- Setting up the annual working plan for IT Team
- Projects management:
 - ✓ Setting up Leased-line network connections system
 - ✓ Design and implement the Enterprise Asset Management System
 - ✓ Implementing the EP-Lite portal and email system
 - ✓ Implementing the DRM security solution system
- Setting up the Cisco ASA, Cisco Switch Layer 3 (s), Cisco Routers, etc...
- Setting up IT services on the Linux Ubuntu, Windows server, Dell Servers, HP Servers, etc...
- Setting up the Company Data Storage and Sharing system for more than 500 users
- Setting up the Data Backup System
- ERP Management by playing role as ERP Coordinator for whole modules
- Designing, managing, and operating the ERP's Administration Module.
- Setting up, and managing the annual IT budgeting and spending
- Recruiting IT members

- IT member assignment & management

Main achievements:

- Success to develop the network infrastructure and IT services for whole Vietnam country.
- Success to develop the Leased-line network system for whole Vietnam country and linked to Korea HQ.
- Success to implement EP-Lite portal and enterprise email service.
- Success to implement DRM information security system solution.
- Success to design, build-up, and implement the Enterprise Asset Management System.
- Success to design, manage, and operate the ERPR's Administration Module.
- Success to play role as Coordinator for all of ERP Modules.
- Success to design, manage, and operate IT support processes, IT operation processes.

Aug, 2010 – Apr, 2013:

Company: **VIETNAM AUSTRALIA INTERNATIONAL SCHOOL**

Role: **Senior IT Executive**

Main duties:

- Playing roles as Senior IT Executive, **taking the main responsibility for implementing and operating IT system and services** to biggest and key Campus, directly report to School manager and IT manager.
- Managing and operating IT for a biggest & key Campus:
 - ✓ Offices: 03
 - ✓ End-users: 800 – 900
 - ✓ IT services: ~ 12
- IT Functions management
 - ✓ IT Technical management
 - ✓ IT Operation management
 - ✓ IT Helpdesk management
- Setting up the network infrastructure at the biggest campus of company
- Support end-users

D

PERSONAL CHARACTERISTICS

- Truthful, honest, enthusiastic, hard-working
- High responsibility for the assigned tasks/jobs
- Good problem solving skill with solutions
- Cooperation and effective work relationships with co-workers; shares information
- Effectively communicate with others
- Good working attitude, Responsible, Passion in work. Eager to learn and develop