

# PHAN MINH THỌ

IT MANAGER - 14 NĂM KINH NGHIỆM

## NGOẠI NGỮ

Tiếng Anh > Cao Cấp

## KỸ NĂNG

Infrastructure Management

Project Management

Leadership

Adapability Skill

Problem Solving

Decision Making

## MỤC TIÊU NGHỀ NGHIỆP

- Results driven professional with extensive experience in managing technical team, IT team and delivering innovative solutions.
- Seeking a challenging IT Manager, IT Director, Head of IT position where I can utilize my expertise skills to drive operational excellence and enhance company security and success.

### Technical Skills

- Proficient in IT Service Delivery Management, System administration, and cybersecurity principles.
- Strong knowledge or network infrastructure, virtualization technologies, and cloud computing platforms.
- Skilled in ITIL framework, incident response and risk management practices.
- Familiarity with compliance standards and regulatory requirements

### About Me

- As an IT Manager, I am driven by a passion for leveraging technology to drive company over 14 years of experience in the field, I have honed comprehensive skill set encompassing strategic planning, team leadership and technical proficiency.
- My approach to leadership is rooted in collaboration and empowerment. I believe in fostering an inclusive environment where team members are encouraged to innovate, grow and contribute their unique perspective
- Above all, I am driven by commitment to excellence and a dedication to delivering value at every turn. I am excited about the opportunity to leverage my skills and experience to drive innovation, foster collaboration, and contribute to the continued success of company

## THÔNG TIN LIÊN HỆ

1305/2/2 Phạm Thế Hiển, Ward 5,  
Dist 8, HCMC, Quận 8, Hồ Chí Minh,  
Việt Nam

## THÔNG TIN CÁ NHÂN

Ngày sinh	25/01/1984
Quốc tịch	Việt Nam
Tình trạng hôn nhân	Đã kết hôn
Giới tính	Nam

## KINH NGHIỆM LÀM VIỆC

IT Manager

## Nin Sing Logistics

09/2020 - 06/2024 (3 năm 9 tháng)

- Directed IT service delivery operations, ensuring high quality service delivery and customer satisfaction.
- Managed system infrastructure, including GWS platform, networks, and storage solutions, to maintain optimal performance and reliability.
- Lead the development and implementation of IT policies, procedures and standards to ensure compliance and security.
- Oversaw incident response and resolution processes, minimizing downtime and mitigating risks.
- Collaborated with cross functional teams to identify IT requirements and implement solutions aligned with company objectives.

## IT Manager

Ubase VINA

05/2019 - 08/2020 (1 năm 3 tháng)

- Lead a team of IT in developing & implementing strategic IT initiatives.
- Manage IT projects from inception to completion, make sure on-time delivery and within budget
- Oversee network infrastructure, security and IT system administration.
- Designed and implemented IT policies and procedures to improve efficiency and security
- Provided technical expertise and guidance to solve complex IT issues

## IT Lead

VCCD - SC Vivocity

01/2015 - 03/2019 (4 năm 2 tháng)

- Directed IT projects throughout the entire lifecycle, ensuring adherence to timelines and budget constraints.
- Provide technical guidance and mentorship to team members, fostering a collaborative and high performance work environment.
- Collaborated with stakeholders to identify IT requirements and translate them into actionable plans.
- Maintain network, system: firewall, network access, servers for local office.

## IT Supervisor

LAZADA VIETNAM

08/2013 - 10/2014 (1 năm 2 tháng)

- Supervised a small team, providing guidance and support to ensure the effective operation of IT systems and services
- Managed day by day IT operations, including help desk support, network administration, and system maintenance.
- Oversaw IT projects, from planning to executing, ensuring alignment with company goals and objectives.
- Conducted performance evaluations, provided feedback and facilitated professional development for teams.

### **IT Network and System at Head Office**

Shinhan bank vietnam

09/2012 - 08/2013 (11 tháng)

- Managed and maintained banking IT systems, including core banking applications, ATM networks, and online banking platforms.
- Provided technical support and training to bank staff on IT systems and procedures
- Colloborated with stakeholders to identify IT needs and implement solutions to improve operational efficiency and customer service.
- Conducted regular audits and risk assessments to identify vulnerabilities and mitigate potential risks.

### **IT Administrator**

FAR EAST NATIONAL BANK

03/2011 - 08/2012 (1 năm 5 tháng)

- Responsible for maintaining all Servers (Lan server, Lotus Domino mail server,..) in server room
- Trouble shoot system issues, backup and recovery data.
- Upgarde, Install and troubleshoot connection, hardware, software of Banking
- Provide end-user training on using IT systems and services
- PC/Printer/Fax/Software maintenance, updates and installations
- Manage software Back up Symantec 2012,...
- Check Event Log on DC, Mail,server(FUND server, RPS server, Old Lan server)
- Administer of 2 SWIFT server , DC,Mail server.
- Manage software CITAD,VCBMoney,Symantec backup excec
- Identify and resolve hardware and software, provide support for user

### **IT Support**

HPT - Support onsite INTEL vietnam

04/2008 - 01/2011 (2 năm 9 tháng)

- IT support - I am an IT Support guys for all staff
- Technical support, handle PC's issues from desktop, laptop of customer
  - Able to troubleshooting Windows server 2k3 services DNS,DHCP,WINS...
  - Handle hardware, software issues (mail MS OUTLOOK,network connection,Wifi)
  - Support for staff about printer,fax,scan,IT equipment
  - Handle Network connection,ntbackup - Provide instruction document for New user - Good knowledge on windows server, UNIX RedHat Linux, VOIP. - Able to work under high pressure - Good communication in English

## **HỌC VẤN**

### **Networking Administration**

Khác - Nhất Nghệ PC Networking Center - Ho Chi Minh, Viet Nam

08/2008 - 03/2009 (7 tháng)

Joined in courses for practising Networking Administration - MCSA - Linux,CCNA,PC troubleshoot

Having troubleshooting skills for desktop, laptop

Having MCSA from Microsoft certificate

**Networking and Telecommunication Major**

Cử nhân - HCMC University of Foreign Languages & Information Technology

09/2003 - 01/2008 (4 năm 4 tháng)

## NGƯỜI THAM KHẢO

**Jonathan**

Regional IT Manager - Ninjavan

