



VO HOANG – Sr. Manager / Sr. Project Manager

With ten years of experience in project management for the banking and technology industry, I've successfully led and delivered various projects that meet the needs and expectations of the end-users. Besides, my technology skills and deep knowledge of business administration set me strong in team management and ready for other tasks such as strategic planning, budgeting, and building and growing an organization. As a superior middle manager, I always seek new challenges and opportunities to learn and grow.



Ho Chi Minh, Vietnam



vohoang89



Experiences

Nov. 2023 – Present

Head of IT Planning department

ACS Trading Vietnam (ACSTV) - A member of
AEON Financial Service

- Team management and people management: build, grow, and set strategy for the whole team. Define the human resources plan for 2024. Evaluation performance appraisal for team members of fiscal year 2023. Create and build JD for specific positions in the IT Planning department.
- Project management and maintenance: Managing the core projects and coordinating with overseas teams in the Philippines and Japan.
- Consult higher managers and provide plans (budget, workforce, timeline, etc.) for the following fiscal year (2024) projects and programs.
- Investigate and resolve business incidents, support and consult new solutions to increase performance.

May 2021 - Nov. 2022

Project Manager

Asia Commercial Bank (ACB)

- Project management: Played the role of senior project manager (expert) and managed projects from initial to closing, including defining resources such as budget, time, and human resources. I've successfully delivered more than 12 projects in 2022, with two projects with a budget of more than 1,5 million dollars or a strict timeline (a 3-week project with the government). Besides, I've reached the best project manager of the year in 2021.
- Team training and management: Even PMs in ACB have yet to manage any members directly, but during 2022, I supported acquiring one potential candidate for the PM role and trained her to take over mid-to-big scope projects for 2022 and 2023.
- Problem-solving and business supporting: I've supported businesses (internal payment department, operation division, risk division, compliance department, etc.) in identifying problems and providing suggestions. I've successfully supported those departments in delivering BPM (Business Process Management) solutions and digital transformation (Go Paperless program).

Jan. 2019 - Mar. 2021

Project Manager

Confident P2P financial companies

- Consulting & project management: Consult businesses to apply new and suitable technologies and solutions to improve performance and support them in building suitable technical products that fit their requirements. Successfully delivered a CRM system for a prominent automotive brand (in 2020), deployed autodialer systems for some P2P lending companies (in 2020 and 2021) for better collections performance, and provided and delivered an innovative solution to manage physical stores of a mid-F&B company in Vietnam.
- Team management: consult, form, and build workforces for every company to cover and grow solutions after delivery. Support defining and adjusting the key performance index of team members.
- Involvement in other processes such as business processes defining & executing, project bidding, providing proposals, and consulting management methodologies.

Aug. 2017 - Jan. 2019

Project Manager

FE Credit - VPBank Finance Joint Stock Company

- Project management: During 2018, I've successfully delivered four projects with two projects with budgets of more than 2 million dollars related to the impact directly on the business of FECredit (Collection processes and Core systems (LOS, LMS) and involved in managing projects from initial to closing, including defining resources such as budget, time, and human resources and reached "Excellence" performance in 2018 (KPI 4/5).
- Training and coaching: supported, trained, and coached one junior project manager and one management association member so they can take care of small-to-mid-scope projects in the future.
- Coordinating: to support end-users in resolving system problems and avoiding business breaks.

May 2016 - Jul. 2017

Senior Specialist

Vietnam International Bank (VIB)

- Project management: I've successfully managed and delivered projects in Mobile Banking applications (MyVIB v1.0 and related web services) and Digital Marketing platforms (integrated with MailChimp, AppFlyers, and Instapage landing pages), prepared and executed part of a Data Platform for Digital Marketing and Customers Services departments.
- Digital Marketing: support to launch and manage the performance of digital marketing campaigns, provide dashboards for tracking adequate nurturing, and cover leads to sales customers.
- Train and coach team members to apply digital solutions to increase marketing performance and provide concepts and solutions to solve problems.

Dec. 2012 - Mar. 2016

Developer

[REDACTED], Momo, NKid, Softer Source...

- Mobile app and software development: Cooperating with outsourcing firms to create mobile apps for payroll, e-gift, tracking foods (meat), OTT apps, loyalty points, securities apps, and eWallet apps.
- Project management: I managed a project to create a game for computers and consoles (PSP) and a project to create hotel management software (web app and desktop app).
- Team management: managed a small team of 3 to 5 members to develop mobile applications, define team members' KPI, and plan for recruiting; also involved in interviews as usual.

Skills

Project	Business	Product	Languages
Project management	Microsoft Office, Teams	Backlog	Vietnamese (Native)
Agile, Scrum, Kanban	Business process	Task priority	English (CEFR C1-Advanced)
Waterfall (predict)	Digital Marketing	Banking, Finance	
Planning	Team & people management	Digital Transform	
Budgeting	Problem-solving	Information Technology	
Financial management	Key performance index (KPI)	Cloud computing	
Communication	Market research		
Coordination	Reporting		
MS Project, Jira, Monday, Bitrix, Redmine	Data analytic		
	Change Management		

Education



University of the People

MBA - Business Administration and Management, General

2021 - 2023



University of Greenwich

BSC - Management Information Systems

2010 - 2012



NIIT Vietnam

Diploma in Software Engineering - Microsoft .NET Technology

2008 - 2010

Certificate



Project Management Institute (PMI)

Agile Certified Practitioner (PMI - ACP)

2021-2027



International Business Management Institute (IBMI)

Global Governance

2021



International Business Management Institute (IBMI)

Mini MBA

2020



Scrum Organization ([REDACTED])

Professional Scrum Master (PSM)

2020



Scrum Organization ([REDACTED])

Professional Product Owner Master (PSPO)

2020