

## Dieu Quan

Full name: **Quan, Chan Dieu** (in Vietnamese: Quan Chấn Điều)

Gender: Male

Nationality: Vietnamese

Contact: + [REDACTED] / [REDACTED] / [REDACTED]



### A. About me

- Results-driven, integrity, objective judgement, reasonability, and lead-by-example.
- Experiences in various IT fields: IT governance, IT management, IT project management, IT audit, IT risk & control, information security, network & server infrastructure, software solution, and IT operations, enterprise process and workflow, digital transformation.
- Career objective: Be a senior management role to lead and drive IT to contribute to the success and growth of organization by creating and leading strategic IT, business processes automation, and digitalized transformation; and lead a team to optimize IT processes while controlling IT risks.

### B. Professional Summary

#### 1) 03/2020 – 08/2021: GSK Pte. Ltd. Rep. Office in HCMC

- Job title and roles: **Tech Digital Lead**, joining GSK Vietnam Leadership Team as **the Head of IT**. Accountable for IT matters in VN offices of GSK, focus in Commercial priorities, IT strategy & planning, digital initiatives, process automation, data analytics...
- Key achievements: drove and led the electronic signature and automation; initiated and was involved in evaluation/development of Patient Support Program digital tool.
- Highlighted projects/initiatives: electronic signature, finance processes automation by O365 SharePoint Online & Power Automation, extended social media network to outsourced team, Partnering Regional Tech and Business on deploying OIT, SFI, Web, etc. be involved in the ERP WMS system deployment qualification process and act as information security SME for leadership team in VN.

#### 2) 10/2019 – 03/2020: Dragonfly Education Group Pte. Ltd.

- Job title and roles: IT Head for the Group, the role was intended for leading IT for subsidiaries opened in new markets (new countries). During awaiting for subsidiaries established at new markets, took advisor role at its subsidiary in VN – the Apollo English Education. I evaluated value of IT portfolios, projects, and consulted the local team to drive the prioritized ones in Apollo English Education. Anyway, Board's business strategic plan was changed and expansion plan was hold back.

#### 3) 01/2016 – 09/2019: Sanofi Vietnam Ltd.

- Job title and roles: **Information Technology & Solution Business Partner** (Vietnam & Cambodia), accountable as an **IT Head** for Vietnam and Cambodia. Member of Sanofi Indochina Council Committee.
- Key achievements: led digitalization; drove collaboration; advocate innovation; drove global/regional projects deployment at local.
- Highlighted projects/initiatives: Establish IT plan aligned with business, Pharmacy Trade Advisor mobile app, Symposium Support mobile app, Hospital Quota Track web app (proof of concept), HR Online Payslip, Webinar, eLearn tool for Reps, branding websites, e-Detailing, Sales BI improvements (supplement on the Regional tool to fill the gaps), etc.

#### 4) 11/2013 – 12/2015: Great Eastern Life Assurance Vietnam Limited Company (“GELV”)

- Job title and roles: **Head of IT Department**, who led a team of 18 team members, included software development (project manager, business analyst, developer), server and network infrastructure, service desk, IT risk security & compliance, quality assurance, and IT portfolio.
- Key achievements: closed all outstanding projects within 12 months; developed IT team-by-team leadership spirit; closed gaps of IT risk and compliance; monitored core insurance enhancements.
- Highlighted projects/initiatives: establish IT strategy and plan, re-inforce IT governance, e-Invoice deployment, Lite CRM deployment, Customer portal improvement, Agency portal improvement, e-document storage improvement, secure-printing deployment, HRM phase 2, infra upgrade, etc.

#### 5) 7/2007 – 10/2013: PricewaterhouseCoopers (Vietnam) Limited Company (“PwC VN”)

- Job title and roles:
  - 7/2012 – 10/2013: **Senior Manager** – System & Process Assurance
  - 10/2010 – 6/2012: **Manager** – System & Process Assurance
  - 6/2009 – 9/2010: **Assistant Manager (professional consultant)** – System & Process Assurance
  - 7/2007 – 5/2009: **Senior Consultant** – System & Process Assurance
- Key achievements: developed team; contributed to the improvement of IT audit approach; created business development of security service plan.
- Highlighted projects: IT strategy development; IT risk review; IT due diligence; ERP review; IT audit engagements for key customers in bank, insurance, large size of global FMCG Manufacturer.

#### 6) 9/2005 – 6/2007: Minh Lo Limited Company

- Job title and roles: **Technical Manager** (cum Project Manager)
- Key achievements: created the full system architecture for the Web-to-SMS chat innovatively; creatively adopting simple programming solution by deeply understanding the underline platform.
- Highlighted projects: Innovative Web-to-SMS chat for a telco; Customer Loyalty system solution for outlets; Self-registration kiosk for Singapore NHGP; Pre-sales consultation and implementation for Fortinet firewall; Pre-sales consultation for Packeteer.

#### 7) 12/1998 – 8/2005: Southern Aviation Authority (SAA), Tan Son Nhat Airport

- Job title and roles: **IT Engineer**
- Key achievements: Developed ASOS display extension software and integrated AFTN terminal with ASOS, and saved huge dollars for the organization; Handled system and VPN administration role.

### C. Formal Diploma and certifications

**Degree:** 9/1993 – 1/1998: Ho Chi Minh City Polytechnic – B.E.

#### **Professional certifications (International recognition):**

- 08/2021: AWS - **AWS Certified Solutions Architect – Associate**
- 12/2020: ISACA – **COBIT 2019 FOUNDATION** – active
- 9/2015: LOMA – **CERT** (Fellow, Life Management Institute Level 1 Certificate) – active
- 2/2015: ISACA – **CRISC** (Certified in Risk and Information Systems Control) – certification number [REDACTED] – certification status: active
- 6/2012: EC Council – **C | CISO** (Certified Chief Information Security Officer) – certification number: EC [REDACTED] – certification status: expired in Jun 2018
- 10/2011: ISACA – **CGEIT** (Certified in the Governance of Enterprise Information Technology) – certification number [REDACTED] – certification status: active
- 11/2009: ISACA – **CISA** (Certified Information System Auditor) – certification number [REDACTED] – certification status: active

- 12/2007: **CCNP** (Cisco Certified Network Professional) – certification status: expired in Dec 2010

### ***Professional certifications (Vietnam recognition):***

- 9/1999: Certified **Sun Solaris Unix Administration** – HCMC Polytechnic
- 8/1992: Certified **Programmer Intermediate Level** – HCMC Polytechnic (acquired this certificate before studying University)

## **D. Key training courses**

- AWS Solution Architect – Associate (Pluralsight eLearn, AWS materials)
- ITIL V4 Foundation (Udemy eLearn)
- Automation Anywhere - Fast Track Accreditation for Developers (Automation Anywhere eLearn)
- Power Automation (self-learning on job)
- Management Essentials (Sanofi)
- Lean Six Sigma awareness (GELV)
- Project Management (Work Process Singapore; FMIT VN; PwC; Simplilearn eLearn)
- Transform and Issue-Based Problem-Solving (PwC)
- IT Strategy and Enterprise Architecture (PwC - learn on job with coach)
- IT Governance & Enterprise Risk Management (PwC, Udemy eLearn, self-pace)
- Consulting skill (PwC)
- Team Leading (PwC)
- Linux, Win2K (self-learning on job)
- Sun Solaris (HCMC Polytechnic)
- Fortigate UTM and Jupiter UTM (self-learning on job)
- MS SQL, MySQL (self-pace)
- FOX PRO, VB 6.0, [REDACTED], JAVA (self-learning on job)
- CCNA (Self-pace) and CCNP (VNPRO)
- Intermediate Level Programmer – Pascal advanced OOP (HCMC Polytechnic - 1992)

## **E. Professional Committee Membership**

- I was a member of the **ISACA CGEIT Test Enhancement Subcommittee** at ISACA International Head Quarter (Chicago - USA), to be part of the group to review and qualify items for the IT governance professional certificate examination (2 year-terms: 06/2013 – 06/2015).

## **F. Language**

- Vietnamese (native)
- English (fluent)
- Cantonese (native)
- Mandarin (beginner)