



Long Nguyễn Hải

PROJECT MANAGER

Executive Summary

A goal-driven, detail-oriented Project Manager with expertise in business analysis, functional consulting, and new system development.

More than five years of experience in Business Analyst and Customer Services, combining strong leadership and communication skills with industry wisdom to constructively contribute to the organization's success.

Education

Bachelor of Business – Economics & Finance

Royal Melbourne Institute of Technology (RMIT), Hanoi & Ho Chi Minh City, Vietnam (2016)

Contact

long.nguyenhai.130@gmail.com
13/07/1994

Skills

Fluency in English, Vietnamese and simple communication in Chinese
Time management
Problem solving
Communication
Creativity
Leadership
Quick learner

Career History

PROJECT MANAGER

Business Analyst - Functional Consultant

AHT TECH JSC | 2020 to present

- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Staying up to date on the latest process and IT advancements to automate and modernize systems. Performing user acceptance testing.
- Working closely with clients, technicians, and managerial staff. Serving as a liaison between stakeholders and users.
- Providing leadership, training, coaching, and guidance to junior staff. Ensuring solutions meet business needs and requirements.

Projects Participated:

- VTO Phuc tinh – PM
 - Domain: Sales, Purchase, Accounting, Invoice, Studio
 - Team size: 2 developers, 1 BA, 1 tester - Number of users: 150
- Helen Care – PM
 - Domain: Sales, POS, Inventory, Accounting
 - Team size: 2 developers, 2 BA, 2 supporters - Number of users: 100
- AMPM Pharmacy Malaysia – BA & Functional Consultant
 - Domain: Retail Pharmacy - Modules: Mobile App, Accounting, HR
 - Team size: 5 developers, 2 tester, 2 BA, 3 supporters - Number of users: 600
- Marico – BA
 - Domain: Sales, Purchase, Accounting, CRM, Studio, Vessel, Certificate
 - Team size: 1 developer, 3 BA, 2 supporters - Number of users: 150
- Big Family – PM & Functional Consultant
 - Domain: Sales, Purchase, Accounting, POS
 - Team size: 1 developer, 2 BA, 2 supporters - Number of users: 100
- Funtap – Functional Consultant
 - Domain: Sales, Purchase, CRM, Studio, Accounting
 - Team size: 1 developer, 2 BA, 1 supporter - Number of users: 200
- QBI Malaysia – BA & Functional Consultant
 - Domain: Sales, Purchase, Manufacturing, Accounting
 - Team size: 2 developers, 3 BA, 3 testers - Not yet launched

CRITICAL SITUATION MANAGER

TEK Experts (Microsoft team) |

- Managing Microsoft's customers critical situation cases.
- Analysing customer's business operations, synthesize reports in several projects.
- Evaluating the feasibility, planning, ensuring the correct scope, budget, and strict schedule of foreign enterprises
- Working with duty managers and management team of engineers to allocate suitable engineer for each case, each Microsoft's products and manage case situations.
- Contacting Microsoft's customers (via phone and email) to verify critical issues and business impacts.
- Creating reports to summarize critical situation cases and coming up with action plans, next steps for Microsoft and Microsoft's clients
- Following the troubleshooting process and making decisions to clear the roadblocks.
- Supervising ~ 30 LO staffs.



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SUPERVISOR

ZARA, Ho Chi Minh & Hanoi, Vietnam and Shanghai, China |

- Ensured the store would achieve the highest sales possible
- In charge of RFID (Radio Frequency Identify Devices)
- Supervised ~ 70 sale and operation assistants
- In charge of customer satisfaction
- Managed transferred in and out inventories
- Produced monthly reports or as required by line manager.

ASSISTANT TO CHAIRMAN

Vimedimex Pharma Group, Ho Chi Minh City, Vietnam |

- Cooperated with HR to coordinate and organize head quarter's events and activities
- In charge of foreign projects.
- First contact point of the Chairman in communications with internal and external stakeholders
- Managed and maintained communications and relationship with foreign partners
- Supported R&D team to initiate new projects
- Managed the Chairman's diary.

EXTRACURRICULAR ACTIVITIES

Shops owner - 2 beverage stores & 1 fashion store

Program leader - Event club, RMIT University |

- Organized and managed a student team-based competition called RMIT Amazing Race with total prize pool of 25 million VND
- Searched cooperation opportunities and collaborated with a variety of online news outlets including Yan TV and sponsors including Elite Fitness and Yoga to mobilize financial and advertising support for University events
- Organized and coordinated medium to large scaled events
- Recruited, trained and supervised club program members.