



PHUC PHAM

ENGINEERING MANAGER

CAREER SUMMARY

Passionate about scaling and securing Enterprise Systems.

Experience in CRM, CDP, CXP, MRR, POS and ERP.

Expertise in Microservices Development and Operations

Knowhow about SaaS, ITIL, OWASP, GDPR, SAFe and HiFi

Familiar with below technologies:

- Databases: MongoDB, Redis, PostgreSQL, Elastic Search
- Languages: JavaScript (Node.js, React.js, React Native)
- Securities: pfSense, Keycloak, Kong, Teleport, Snyk, CrowdSec
- Platforms: Cloudflare, Redis lab, Mongo Atlas, AWS, GCP
- Others: Nginx, Pointaner, Proxmox, Istio, Ansible, Terraform, Sentry, Logstash, Power BI, Kibana, Grafana, Prometheus, Mattermost, GitLab CI/CD, Fastlane, RabbitMQ, Apache Kafka, Apache Flink, TensorFlow, Rasa, Figma, Adobe UX

LATEST EXPERIENCE

ENGINEERING MANAGER @ GCALLS FROM 05/2021 TO NOW

- Recruited and trained a Customer Success Engineering Team to adhere to Level 2 and Level 3 of ITIL for securing and maintaining the digital transformation landscape across operational cities (Can Tho, Ho Chi Minh, Singapore). Implemented remote workplace security measures and streamlined internal software systems such as CRM (Freshsales/HubSpot/Salesforce/MS D365,), Helpdesk (Zendesk, Freshdesk), Marketing Automation (Active Campaign), ChatOps (Slack) and Email (Lark suite, Google Suite, Zoho suite)
- Optimized GitOps flow and Branch Strategy to accommodate both Mobile app and Web Application Development.
- Developed the concept of a "single truth resource" to lead technical writing for the company's digital transformation handbook.
- Coached, Mentored and developed training programs from new engineers to junior engineering managers (aka tech leads).
- Annual optimization of TCO (Total Cost Ownership) and development budget based on product roadmap and technical debt analysis.
- Led system refactoring efforts to scale from 1k CCU to 100k CCU.
- Analyzed data to troubleshoot and diagnose the root causes of issues, incidents, problems, and system bottlenecks.
- Monitored and ensured 24/7 system security to prevent networking attacks.
- Designed and optimized standard operating procedures (SOPs) and reporting forms for engineering processes and tech culture management from 5 to 55 people.
- Analyzed 3rd's API and in-app marketplace's policy to lead integration driven marketing strategic
- Centralized all data sources into PostgreSQL Cluster by ETL (Logstash) then visualized operational data reports with Kibana, Power BI and Google Data Studio. Secured and Scaled PostgreSQL Cluster.

ATTITUDE

My beloved quote is "The best way to find yourself is to lose yourself in the service of others" by Mahatma Gandhi . Because it is to describe my attitude, mindset and leadership totally. I love to systemize every problem details then to hack an innovative solution. I have over 10 years of experience in developing and managing engineering teams for SaaS products. I desire to challenge myself in a new position to upgrade my career path and knowledge for smart companies.



+84 983211849



phuctanpham@gmail.com



HCMC, Vietnam



<https://phamtanph.uk>

SKILLS

- Software Architecture and Design (4/5)
- DevSecOps (4/5)
- Agile Project Management (4/5)
- Engineering Coaching (4/5)
- Product Management (5/5)
- Lean Tech culture Building (4/5)
- Technical Writing (4/5)
- Database Marketing (3/5)
- Business Intelligence (3/5)
- B2B Technical Presales (2/5)

HONORS

- Guest Speaker at Google I/O Summit
- Admin at Vietnam Node.js (20k fan)
- Vietnam tech presentative at GES by Obama
- Expert at ASEF Alumni Network
- Vietnam Ambassador at AEON 1%

AWARDS

- First prize of ETHOS by NIPA and World Bank
- First prize of Angelhack
- First prize of M2W Hackathon by World Bank
- Third prize of Unicef Hackathon
- Second prize of VNU Creative by VNU

CERTIFICATIONS

- Webmaster by Soongsil University
- ICT Entrepreneurship by SUNY Korea
- LinkedIn Learning (20 Licenses)

EDUCATIONS

BACHELOR OF ENGINEERING

HCMC University of Technology
09/2008 - 04/2013

LANGUAGES

English - Professional
Vietnamese - Native