

Curriculum Vitae of

Bui Xuan Ngoc

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Personal profile



A multi-skilled professional with a track record of managing and developing various M&E, infrastructure, software projects: SAP BI, DMS, CRM, HRM, OEE KPI, MES, server virtualization. Able to manage stakeholder expectations and willing to take full responsibility for the delivering of project objectives. Bui Xuan Ngoc is an easy going individual who enjoys challenging and diverse roles and is confident working with people from different teams. Presently looking to join a company that rewards effort and initiative, whilst at the same time providing plenty of progression and development opportunities to its employees.

Academic qualification

[REDACTED] in Information Technology – Hung Vuong University (1996 – 2000)

Additional certificates

- Exceptional Customer Service
- Supervisory Skills
- Negotiation Skills
- Effective Presentation Skills
- Finance for non-Finance Personnel
- Advanced Business Writing Skills
- P2 (**PR**ojects **IN** Controlled **E**nvironments) Project Management

Areas of expertise

Project Management – IT management – Network/Security – Automation/Manufacturing.

Work experience

Quyet Thang High Technology Development Co., Ltd

Technical Manager

May, 2022 - current

- Manage technical department to carry out installation and after sales support for projects: AI, M&E, vehicle access control, management software (CRM, WMS, QR code packaging, DPM) for manufacturing, F&B, electricity, pharma companies.
- Provide leading-edge solutions to solve customer's requirements in production and business management. Prepare proposal, presentation, quotation for project bidding.
- Define scope of work, project plan and schedule, estimate cost and resources.
- Prepare documents & draws (User guides, test cases, firewall rules, support doc, equipment connection/network diagram, electrical wiring) for project commissioning.
- Manage and follow up hardware equipment purchase for projects/commercial orders. Manage department tools and assets, PC/laptop and company network leased-lines.
- Liaise with customers, partners in order to establish trust, increase product knowledge, and drive more sales
- Prepare and manage operating budget for department.
- Manage technicians and Dev by recruiting, training, and coaching employees, setting clear job expectations, and conducting performance appraisals.

Project:

- Applying AI (swine count) for CP poultry farm
- Installed and integrated RFID access control to Sales system for CP Feed factories.
- Developed WMS with integrated QR code printing and labelling machines for CP Animal Health Technical Service Office.

EXPERIENCE & KEY COMPETENCIES

Project Management

- Experience of working in large-scale, multi-countries projects (APAC and EU). Working in outsourced projects on both sides: client and vendor.
- Experience in business processes: Sales distribution, warehouse management, customer service, digital marketing, financial reporting.
- Good documentation, presentation, report writing skills. Able to articulate technical jargon to a non-technical audience.
- Ability to manage multiple projects simultaneously and under pressure.
- Internal and external stakeholder management.
- Good negotiation and persuading skills.
- Strong attention to detail and focus on task completion.
- Demonstrated ability to work with and support cross-functional project teams.



Technology skills

- 10 years' experience in ERP (SAP & BI), DMS, HRM, CRM (MS Dynamics), other software implementation and roll-out project in project management roles.
- Experience in infrastructure projects (server virtualization, data centralization) in planning, budget, preparation, execution, go-live and hyper-care support.
- Experience in IT equipment management and support: firewalls, DNS, HTTP, FTP, SSL, and other security-related issues.
- Experience in SAP, Windows Server, Linux, IBM/HP Servers, MS SQL Database, Oracle, MySQL, WAN, LAN, cameras, and VMWare.
- Experience in migration, troubleshooting and recovery software and database with risk mitigation.
- Know how to manage, backup & restore data, perform fine-tuning and optimizing for operational systems.
- Well understand about integration of legacy system with modern system in both hardware and software aspects.

Strength

- ✓ Creative thinking. Hard work. Accurate, neat, punctual.
- ✓ Can-Do spirit, self-responsibility.
- ✓ Engage to learn new technology.

Hobbies

-  Enthusiasm for travelling (biz trips & personal vacation), discovering new sightseeing, culture, food.
-  Take photos, listen music, watch movies, play ping-pong, go hiking and camping.

EARLY CAREER

Vu Thao Technology Joint Stock Company

Project Manager

Sep 2021 – April 2022

- Work directly with clients to clearly define project requirements (requirements, workload, schedule...)
- Plan the implementation of the project
- Make a project plan to prevent and manage risks and arising during project implementation
- Project management, progress and quality. Follow up and direct the time to ensure the project is implemented
- Complete with quality and on schedule
- Summarize and report to the project leadership according to the company's product improvement appraisal regulations
- Proposing a plan for effective organization and management of the project. Participate in building and improving work processes
- company
- Perform other duties as requested by the Board of Directors
- Manage 10 employees
- Participating in the development and exploitation of the application with the Mobile Dev team.
- **Project:**
 - Digital Process Management (DPM) for EVN
 - DPM for BW Industry
 - Document Management Information System for Techcombank.

SaoBacDau Service

Solution Director

May, 2017 – May, 2021

- Acted as pre-sales, supported sales to find and engage customers.
- Prepared proposal, presentation, quotation for project bidding.
- Prepared OPEX budget. Estimate cost, resources for project implementation.
- Collected user requirements, business processes. Define WBS, prepare project plan, schedule, risk assessment, deliverable documents.
- Conducted and monitoring multiple concurrent projects execution to meet with agreed scopes, timeline and quality.
- Managed customer expectation, change request, feedback.
- Negotiated cost incurred, SOW, timeline changed.
- Resolved escalation, confliction between stakeholders (internal and external).
- Mentored and coached staff to ensure work efficiently and professional.

Business Owner

June 2014 – April 2017

- Managed my own business that provides IT hardware & software services: infrastructure revamp projects, software customization & roll-out projects

FrieslandCampina Vietnam**Application Specialist***Mar 2005 – May 2014*

- Participated in ERP projects as project coordinator.
- First-level supported ERP: SD module, SAP BI.
- Led outsourced projects (CRM, HRM, EDI, other software)
- Developed in-house application.
- User support / training.

SONY Vietnam**IT Supervisor***Sep 2003 – Feb 2005*

- Led outsourced projects (Sales system, Cognos BI, HRM).
- Developed in-house application.
- User support / training.

EIS Inc.**Innovation Manager***July 2002 – Aug-2003*

- Researched and developed VoIP, instant message application based on Jabber.
- Led Java developers team to implement website, custom CRM projects for clients; to develop SaaS product.

Atlas Industries**Software Developer***January 2000 – June 2002*

- Worked in outsourcing projects (websites, web-based applications).
- Supported IT network system and security solution.

Thank you for your reading.