EDUCATION

SAI GON UNIVERSITY
Oct 2011 - June 2016

Major: Enterprise Information System

Information Technology Engineer of SaiGon University.

WORK EXPERIENCE

DHL SUPPLY CHAIN
10/2021 - 08/2022

IT TMS Supervisor

• As an IT Supervisor in the TMS team at DHL Supply Chain (DSC), I have experience in working and deploying the entire integrated supporting system for transport operations, comprising:

• Guide and participate in the development and execution of operational processes & system training and development programs.

• Work closely with existing external & internal customers on changes required to support their ongoing business requirements.

• Transportation Management System (TMS - BluJay/E2O):

 - Analyze and translate business requirements to functional business specifications.

 - Design solutions based on all the features of the applications and the customer's requests.

 - Transform the inquiry to a systematic process, enabling the system management in operation's expectations.

 - Manage Change Request: convey requirements to the developers. Manage budget and timeline for change.

 - Creating functional specifications for solutions.

 - Conduct scenarios, testing, and case studies. Documenting materials and training for Super Users.

 - Maintain the system's performance and support the end-to-end process.

 - Supporting business transition and helping to establish change.

• Delivery Connect – Mobility Service Delivery: Implement Mobility Service to provide real-time track and trace Pick Up and Delivery process.

• My Supply Chain Track & Trace – Dashboard: Implement functions of the dashboard to enhance customers' visibility on their order status by Geo-positioning the shipment.

• Directly working with SmartLog to manage and support on GPS Track and Trace system which has been using at DSC to record nearly real-time transport activities.

• TMS Project Management:

 - Manage IT project milestones and timelines.

 - Ensure to deliver of projects on time and within budget.

 - MS Power BI Report: Develop report templates to provide essential insights for strategic management, relating to shipment combination, trip planning, route optimization, and KPI tracking.

 • Oracle SQL: Retrieve selective data from the provided database resource that is the input for BI Report.

 • TMS Project: DHL Transport Network, APAC AOT, IBM, Pepsico, Unilever, Brigestones...

BHD STAR CINEPLEX
08/2018 - 10/2021

IT Manager

Trần Văn Dũng

IT Manager

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👤 Male

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OBJECTIVE

- First of all and biggest goal is to find an environment that can be applied and promote the knowledge, experience, and skills of an IT manager including infrastructure, applications, human resources, finance, ideas and plans for the Company's development.

- The second goal, I will capture 85% of the assigned work in 2 months, and 100% of the work after 3 months so that will start with the Company to create effective management and operation of the Information Technology System.

- And the next big and long-term goal is to engage and accompany development with the Company as long as possible.

RESPONSIBILITIES:
• Manage day to day operations of IT systems, organize and support all IT systems to agreed service level standards.
• Create and maintain an Information Technology & Management strategy and ensure it suitable for company strategy and policy.
• Manage and develop the Information Management team (Application Development, Web Development, Infrastructure Administration, IT Support), prioritize workloads, set objectives, improve IT Team performance, and results.
• Working with other departments to propose, deliver IT service to defined SLAs(Service Level Agreements).
• Develop and maintain a disaster recovery plan for critical applications. Responsible for IT hardware, software, and maintenance procurement.

 CINEMA HEAD OFFICE ERP SYSTEM:
• Built disaster recovery plan for critical servers and applications, ensuring 99.9% uptime and full functionality.
• Responsible for all applications, services, and internal IT systems of the company (Network, Firewall, AD, DC, DNS, DHCP, Mail Server, SAN, VPN, etc.).
• Directly working with Vista Group software partners in New Zealand to plan management, operation, upgrade Cinema - ERP system (Back Office, Cashdesk, POS, CRM, Voucher Giftcard, API.v.v).
• Ensuring that all systems are connected and operating stably, meeting online and offline business needs (More than 15,000 transactions are made into the system every day).

DIGITAL DEVELOPMENT:
• Directly manage and assign personnel for each integrated project (Online ticketing system, Members system(CRM), Payment gateways, etc.)
• Connecting online ticketing system with sale channels/Payment Gateways (Tix, Ticket box, MoMo, ZaloPay, AirPay, VNPAY)
• Project management to build a new online booking application to replace the Company's old application.

NEW PROJECTS:
• Managing all the Company's IT projects for new branches also repairing and renovating cinema sites
• Planning and the time to complete the general IT system with construction

BHD STAR CINEPLEX   03/2016 - 08/2018
IT Executive Teamleader
• Manage IT staffs to support all of cinema sites
• Directly involved in installing and setting up IT systems for new branches
• Operating and supporting handling system errors (Network, Server, PBX/IP PBX, Database, Web Services, etc.)
• Support and guide the personnel in the team to handle devices: POS, PC, Wifi Marketing, CCTV, etc.
• Supervise and support the operation of using the Vista software system

for Accounting, Marketing, Sales, etc.
• Monitor and fix error showing showtimes and fares
• Monitoring and handling system errors Usher Point, Kiosk
• Responsible for creating new accounts, decentralizing new employees when required.
• Monitoring and handling errors for the online booking system of Cinema Sites
• Maintain inventory of equipment and parts as well as documentation of vendor activities.
• Develop and document system standards for computer and network devices.
• Recommend and schedule repairs to the LAN/WAN.
• Provide technical training and support for end-users.

SKILLS

Leadership skills
Projects Management
Time Management
Presentation
Communication
Problem--solving

CERTIFICATIONS

Microsoft MCSE: Core Infrastructure	2020
Cisco CCNA: Cisco Certified Network Associate	2017

HONORS & AWARDS

Top 3 Best Employees of the year	2016-2017

ACHIEVEMENTS

Successfully deployed the world-class Cinema software: Vista Entertainment Solutions. Over 10 modules for business (Point Of Sales, Backoffice, CRM, Loyalty, Voucher - GiftCard, Dashboard Reporting, etc.)

Successfully deployed the new booking application to replace the old application. And saved 5000$ /Year

Successfully built the new Kiosks, Digital Signage for Cinema sites.

REFERENCES

Le Hoang Minh
Opeation Director
Mobile: