

CURRICULUM VITAE

Position: Head of ERP



PERSONAL INFORMATION

Full name: **Tran Hoang Phu**
DOB : 07/05/1979
Gender: Male
Nationality: Viet Nam
Languages: Vietnamese
Address: Quang Trung street, Ward 10, Go Vap District, Ho Chi Minh city.
Phone: [REDACTED]
Email: [REDACTED]

EDUCATION

2001 - 2005 **University of Economics Ho Chi Minh City (UEH)**
Management Information Systems

SKILLS/ ASSESSMENTS

Assessments

- Over 06 years of experience as head of ERP Department for the manufacturing corporation; more than 10 years working with ERP systems.
- Experienced in team management, project management.
- Deeply understanding of business process.
- Problem solving and analytical skills.
- Active and highly adaptable.

PROFESSIONAL EXPERIENCE

06/2023 – now : **Freelance ERP consultant (Epicor, Finance module)**

07/2014 – 01/2023: **VAS GROUP NGHI SON JOINT STOCK COMPANY**

Head of ERP Department;
ERP specialist.

06/2001 – 04/2014: **EFFECT SOFTWARE JOINT STOCK COMPANY**

Head of Product Development Department for “Effect Small and Standard” products;

Software implementation specialist.

EXPERIENCE

07/2014 – 01/2023: VAS GROUP NGHI SON JOINT STOCK COMPANY

SAP management

- Oversee and monitor SAP system to ensure functions smooth operation, compatible with the corporation's business process, and illogical data recognized to solve.
- Provide consistent level of service and problem resolution, through the management of tickets and systems issues, performance of root cause analysis, and installation of learnings to prevent reoccurrence of prior issues.
- Perform business analysis between other departments for improvement of business processes across all functions of the system.
- Perform system change management.
- Train and support internal team members and users about new function or application implemented.

Project management

- Planning and managing the progress of the project.
- Coordinate project activities: gather the requirements, workshops to design system solutions, plan and be responsible for project testing and implementation.
- Work with vendor teams and stakeholders to ensure project timeline and scope.
- Perform project change management and risk management.
- Support vendors on resolving system defects, acting as liaison, and developing solutions, especially integrate with SAP system.

Advisory

- Report to the Board of Directors on the new solutions and technologies for corporation information system upgrade strategy.
- Advice to departments on operation across SAP and other application.

Document establishing

- Establish policy documents and operating procedures for information systems.
- Establish documents as user guide, configurations guide.

Recruitment, training & development

- Execute and follow up on recruitment of the department team.
- Manages work efforts of team members and provide mentorship and guidance to encourage success and growth.
- Identify opportunities to coach and recognize employees directly and provide just-in-time feedback so that employees can reflect on input.
- Create an environment of continuous learning and improvement. Actively seek to coach and help with personal development.
- Support cross topics outside the management scope.

06/2001 – 04/2014: EFFECT SOFTWARE JOINT STOCK COMPANY

Head of Product Development Department for “Effect small and standard”

- Manage Development team to develop the small and standard Accounting Software product.
- Coordinate with Development department to support customers.
- Help with making survey and consult to customers' problem.

SOME MAJOR PROJECTS

Year	Project	Role
2021	e-Delivery: integrated system with vendor portal and applications for QC in purchasing.	Project manager.
2020	IBM – BPM: Business Process Manager for purchasing.	Deputy project manager.
2019	SAP S4Hana: rollout project.	Deputy project manager.
2018	BKAV e-invoice, integrate with SAP.	Project manager.
2017	SAP S4Hana	Deputy project manager.
2017	Weighing station software, integrate with SAP	Project manager.
2016	Customer portal integrate with SAP	Project manager.
2016	QR code system integrate with SAP.	Project manager.
2014	SAP ECC6	Project management member.