PERSONAL PARTICULARS

Surname	**DAO**
First name	**DUC LUAN**
Nationality	Vietnamese
Gender	Male
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SUMMARY OF QUALIFICATIONS

Date	Qualification	Grade/ Status	Institution
2024	**DSML (Data Science & Machine Learning)** (Academic ePortfolio https://eportfolio.mygreatlearning.com/luan-dao-duc)	*Top 10 (out of 135)*	MIT IDSS (Massachusetts Institute of Technology – Institute for Data, Systems, Society)– 4-month course
2023	**CISSP (Certified Information Systems Security Professional, ISC2 ID = 1950725)**	*Good*	ISC2 (Int'l Information System Security Certification Consortium)
2021	**AWS Certified Solutions Architect – Associate**	*Good*	AWS (Amazon Web Services)
2008	**Cert. of Developing Microsoft ASP.NET web application using Visual Studio .NET**	*Pass*	Tan Duc (TD&T) IT School JSC, HCMC, Vietnam
2005	**MBA (Master of Business Administration)**	*Credit*	RMIT International University (Vietnam)
2004	**CCNP (Cisco Certified Network Professional)** **Remote Access & Support**	*794 / 1000* *860 / 1000*	Cisco Systems
2003	**ACS (Associate – Customer Service)**	*Good*	LOMA (Life Office Management Association)
2001	**CCNA (Cisco Certified Network Associate) (Cisco ID = CSCO10270493)**	*892 / 1000*	Cisco Systems

CAREER SUMMARY & OBJECTIVES

With nearly **25 years of experience, ranging from junior roles to middle and senior management positions**, I have gained a broad and diverse skillset. This includes not only **extensive hands-on experience** but also a **wide range of management responsibilities**, allowing me to maximize team results and successfully achieve company objectives.

My diverse career path, which initially commenced in a non-technical role post-university, followed by progressive positions within the tech industry, has endowed me with **strong adaptability & robust skillset**. The skillset encompasses a wide array of competencies, including but not limited to: business analysis & problem analysis, gap analysis & transition management, problem solving, strategic planning, project management, team leadership & teamwork, stakeholder management, customer service & customer experience, budgeting & cost control, process improvement & automation, software development, IT services delivery, systems architecture & systems integration, enterprise & open-source software, data-center operations & management, compliance management, inter-personal & communications, presentation & training, negotiation, market research, adaptability & time management, and technical experience with various vendors.

Notably, in the last 2 years I have attained 2 professional certifications to augment my extensive background:
- **CISSP** – a prestigious credential validating my expertise to help organizations **protect digital assets**, **maintain trust with customers** & navigate the ever-evolving landscape of cybersecurity threats; and
- **DSML** – to enhance my decision-making and innovation capabilities (through **data-driven insights**, **predictive analytics**, and **process automation**) to help business achieve strategic objectives in an increasingly complex and competitive marketplace.

I am ready to take on a challenging role, that allows me to leverage my **ICT proficiency and business acumen,** to drive organizational success in a fast-paced and competitive environment.

CAPABILITIES

- Analyse, design & implement ICT solutions to support Business Activities & Digital Transformation.
- Study & implement new technologies (cloud-computing, big-data, analytics, IoT, AI,...) to help boost Business Performance.
- Develop & implement the tools to improve/ automate workflows & processes in the organization.
- Strong background in computer systems, hardware, software, security & network connectivity.
- Analytical & Critical Thinking, Problem Solving mindset, strong Leadership Management.
- Inter-personal and Communication skills, Presentation abilities, Training skill.

WORKING EXPERIENCE (*since last 18 years*)

DataGap Inc. (an IT Services Provider, based in Houston-TX, USA)

Position Project Manager *Work period* Since Nov/2022	• Lead & manage the development team (of 6 local developers in VN). • Develop & implement prop-tech solutions for real-estate companies in US (i.e. Douglas Elliman,...). Also closely cooperate with customers to build the predictive-models (for house-pricing, rental-pricing), as well as Rec-Sys (Recommendation System), utilizing those ML-frameworks/libraries & algorithms (i.e. LightGBM, SVD,...). • Take part in the team to research for applying new technologies, like blockchain (i.e. tokenization of assets, smart contracts for transactions,...), and AR/VR (i.e. virtual property tours,...) into customers' processes. • Develop & deploy the customized-products (i.e. open-source private-cloud platform, accompanied by a versatile 10-in-1 suite of web-apps & mobile-apps) to help clients rapidly & efficiently digitalize their critical processes, with a cost-effective approach. • Work closely with US-team for critical product-related activities (i.e. user requirements analysis, solution analysis & design, sprints planning). • Maintain open communication with both US & VN teams for daily activities (i.e. daily operations meeting, daily scrum session), to ensure efficient problem-solving and optimization of team workflows. • Coordinate & collaborate with other teams (US-based project team & QC/testers team) to ensure quality of the applications. • Recruit, coach, train & appraise performance of VN local staffs.

Thao Thom Vegan Foods (Foods Manufacturing Company)

Position IT Advisor (*part-time*) *Work period* Since Oct/2024	• Advise on digital transformation (DX) activities, especially the projects to push sales/marketing (i.e. Zalo ZNS/ OA/ mini-apps) & the deployment of Odoo mini-ERP (focusing on CRM, sales & invoicing, accounting, inventory, purchasing, production). • Advise on utilizing those AI-tools (i.e. ChatGPT, WeShopAI, ElevenLabs) & RPA/ workflow automation -tools (i.e. WinAutomation, n8n) in various business operations (i.e. create sales boosting-campaigns, setup automatic process for invoices-handling,...).

Kantar Media VN (a market research/ market information firm, member of Kantar Group)

Position Consultant (*part-time*) *Work period* Oct/2022 – May/2024	• Consult on digital transformation (DX) activities, data-center operations & management • Consult on better utilizing IoT (i.e. setup LoRaWAN, using ESP8266/ ESP32 MCUs) & software (i.e. self-developed tools, using Python) in audience-measurement via different media channels (TV & Internet). • Consult on utilizing ChatGPT-AI, RPA-tool (i.e. WinAutomation) & Python in various business operations (i.e. self-developed chatbot to support customer-service activities, self-developed tool to automatically classify & process social media data ,...).

HD Saison = (HD-Bank VN & Credit-Saison JP)'s join-venture, a member of Sovico Group

Position
IT Director (CIO)
 	
Work period
Nov 2009 –
Apr 2022
	• Head of IT Department, overseeing a team of 45 FTEs, to deliver & support ICT applications & services for a vast user-base of 7,500+ individuals, across 5 offices in HCMC & Hanoi as well as 7,500+ POS nationwide, to serve 10+ millions customers.
	• Management of 2 data-centers, housing 200+ servers – including physical x86/RISC servers, Virtual Machines (VMs) and Linux Containers (LXCs).
	• Championing 6 key areas of applications/ services development & support:
	  - Indus Core-banking system (facilitating Loans Acquisition, Loans Management, and Debts Collection) in conjunction with satellite in-house systems & web-apps that seamlessly interact with systems from Sovico Group members (HDBank, VietjetAir), fin-tech companies (Payoo, Momo) & prominent retailers (MobiWorld, FPT-shop...).
	  - Middleware bridging the Indus Core-system & Way4 Cards-system.

- VoIP-systems powered by Avaya, Asterisk & 3CX, for office users and call-centers.
- Reporting & Navision systems for financial & control purposes.
- Internal management systems, encompassing HRMS, computer & network access management, as well as in-house developed web-apps that seamlessly integrate with the core system & analytical/ ETL databases.
- Modern workplace solutions, delivering collaborative, connectivity & communications (i.e. Exchange, Teams,...), along with advanced information security solutions, provided by trusted providers (i.e. Microsoft-365, PaloAlto Zero-Trust) for all users.

- Responsible for the complete spectrum of IT activities and performance, ensuring unwavering 365-day support for the business, across complex hybrid environments, including both on-premise and cloud solutions in AWS and Azure.
- Proactively lead the charge in evaluating the company's long-term information system needs and crafting a strategic IT plan that aligns seamlessly with these requirements.
- Persistently improve the IT Department's capabilities (with a keen focus on DevOps and Cybersecurity), to meet unique business demands, such as the implementation of QR-code and OCR-technology to expedite document processing in the lending process.
- Pioneer in orchestrating collaborative efforts among various stakeholders (including internal teams, Sovico Group members, and external vendors), ensuring the availability, confidentiality & integrity of IT/IS environments.
- Lead a dynamic R&D team in the exploration and implementation of new technologies. This includes transitioning thousands of POS from traditional PC (x86-architecture) to Single-Board-Computer (ARM architecture); migrating from .NET Frameworks 4.x to .NET 6 (better cross-platform compatibility); containerizing applications in alignment with micro-services architecture for enhanced flexibility & efficiency; and develop Python-based APIs (utilizing FastAPI) to streamline the development process...
- Collaborate closely with the 4 IT Managers (Infrastructure, Applications, Projects & Security) and various stakeholders & providers to analyse, plan & execute ICT projects that enhance and support business operations. Notable projects include HDS mobile-app, HRMS App, MS-365 cloud services, Disaster-Recovery systems, Moodle LMS, and in-house developed web-apps delivering CRM & DMS features – all while optimizing costs.
- Forge a strong partnership with Finance Dept in the preparation & management of IT-related budgets; serving as the accountable owner of IT Dept expenses.
- Work in unison with IT Managers to oversee staff-related activities, including recruitment, coaching, training & performance appraisals.
- Guarantee strict compliance with the State Bank of Vietnam's information system requirements, and diligently adhere to audits and controls, including Internal Audit, External Audit & company's Permanent Supervisions.

GalaxyOne (a member of Sovico Group, to lead Digital Transformation for the Group)

Position Member (Steering Committee – Financial Services)	• Present projects to the Governing Council to get budget & resources approval. • Working closely with the Governing Council & Project Committee to develop standard procedures & workflows, to ensure operations continuity. • Working closely with GalaxyOne team, to deploy those projects that bring benefits to Sovico-group as a whole & also to each member-company (i.e. CDP – Customer Data Platform; and CRM – Customer Relationship Management, based on data from CDP).
Work period Jul 2020 – Jul 2021	• Acting as a bridge between the leaders of member companies & the Boards of Directors. • Help deploy the assigned tasks & activities (especially those related to Digital Transformation) of GalaxyOne to the member companies.

Coca-Cola Beverages Vietnam Ltd. (CCBVL) – a member of Coca-Cola Sabco Group

Position IS Manager **Work period** Jun 2007 – Oct 2009	• Head the Information Services (IS) team of 5 staffs, to deliver cutting-edge ICT services to over 600 users across 3 locations: HCMC, Hanoi & Danang. • Responsible for the team's activities & performance – reporting to Global IT Ops Manager of Coca-Cola Sabco Group & Country Finance Manager of CCBVL. • Spearhead initiatives to study, deploy, and support ICT projects, demonstrating a keen ability to align technical endeavours with the strategic vision of the Group and stay within the approved budget of CCBVL. • Play a key role in coordinating supports from the Group's SAP Team, Infrastructure Services Team & Technical Team, for the daily usage of critical applications, such as the centralized SAP-ERP located in the Group's Data Center in South Africa.

- Analyse, plan, develop & execute ICT projects aimed at enhancing business processes (e.g. in-house developed web-app for HRMS attendance & leaves management, ADSL-links for VoIP inter-office communications & SAP-backup-data-link).
- Cooperate closely with Country & Regional Finance Managers in the preparation & control of budgets related to IS costs; also functioned as the cost-owner of the IS team.
- Lead staff related activities (recruiting, coaching & training, performance appraising).
- Ensure strict compliance of the company's information system with internal and external audit standards, guaranteeing the integrity and security of critical data.
- Collaborate seamlessly with Group IS & IS Teams in SEA countries (Singapore, Thailand, Cambodia), to deploy ICT projects (e.g. Outlook Mobile Access…) for Asia region.

RELEVANT TECHNICAL SKILLS

- *Lending/ Cards/ Integration Solutions:* Indus, Way4, MuleSoft
- *Cloud computing platform (public & private):* Microsoft Azure, Amazon AWS, VMware, Proxmox
- *Business Solution Applications:* SAP, MS Navision (Dynamics), ProcessMaker, Odoo
- *Database/ Analytical/ Reporting Tools:* Oracle, SQL Server, PostgreSQL, Power BI, Tableu
- *Development Environments/ Tools:* Visual Studio, Python (with Flask, FastAPI), C# (with .Net Frameworks 4.x, Telerik UI), JavaScript (with Node.js, Vue.js, jQuery), COBOL (GnuCOBOL), PowerShell
- *Low-code platforms & RPA tools:* Pega, MS PowerApps, WordPress, FileMaker, WinAutomation, n8n
- *DevOps tools:* Jira, Docker, Kubernetes, Ansible, GitHub, Jenkins, SoapUI, Nagios
- *Security Appliances & Applications:* IBM QRadar, PaloAlto, OpenVAS, GrayLog, CyberArk, Tripwire, WatchGuard Firebox, Cisco ASA, FortiGate, CheckPoint, pfSense, McAfee DLP (Data Loss Prevention), Kali Linux, Parrot Linux
- *IoT development tools & MCUs:* Arduino IDE, Visual Studio Code (with ESP-IDF extension), Raspberry Pi, Banana Pi, ESP8266, ESP32
- *AI-tools (to boost sale/marketing activities):* ChatGPT, DALL-E, WeShopAI, ElevenLabs, HeyGen, Make

ACHIEVEMENTS & MANAGER COMMENTS *(Referees & References are ready upon request)*

- *Mr. Nguyen Huu Nhan – HD Saison CEO*
  - **Successfully lead the 1-year project (2017–2018) to select a new core-banking system** for company, with main activities including: coordinate all stakeholders (internal-departments & external-vendors) to analyse & review various factors (users requirements, solutions capabilities, vendors deliverability, RACI-matrix), analyse & estimate financial-metrics (TCO, ROI,…), setup & coordinate PoC activities,...
  - **Excellent Staff (2015 Employee Evaluation)**
    especially the successful deployment of Linux (replacing Windows) on all 5,000+ PCs at the POS-network country-wide, helped saving 1.5+ MUSD of software-license-cost (for Windows OS & MS Office); together with the successful transforming of the entirely on-premise network (of Active Directory & Exchange for 7,500 staffs) to a hybrid model (half on Azure & half on-premise), helped combining the control of on-premise infrastructure with the flexibility and advanced features of the cloud.
  - **Excellent Staff (2014 Employee Evaluation)**
    especially the completion of project to migrate the whole Indus-Core system from Spore to Vietnam, together with the establishment of local-teams for 3 roles (QC/Testing, Indus-Core Operations & System Operations); all completed in 6-months (instead of 9-month planned-target). This completion is vital to the success of M&A-transaction (HDBank acquired SGVF in 2013-2014)

- *Mr. Francois-Xavier Darge – SGVF (original company name of HD Saison) Deputy CEO*
  "*Luan is a very appreciated and reliable contributor of the company's performance for his scope of activities and the level of maturity of his team continued to increase in 2013…*" **(2013 Employee Evaluation)**
  "*Luan achieved this year to bring the SGVF IT Team to a new level of maturity and performance. The improvements conducted very smoothly during the year lead to build a more robust system. This has been achieved with very serious approach on costs…*" **(2012 Employee Evaluation)**

- *Coca-Cola Beverages Vietnam Ltd – Best Practice Award – Quarter III – 2007*
  In recognition of IS Team winning in Quarterly Best Practice Competition, with the project "Setup the system to backup for SAP data-links & provide VoIP for inter-office communication – utilizing ADSL connections"

- *Mr. Mohammed Hassim – Field Services Manager – Coca-Cola Sabco Group*
  "*…From the first time we met you had created an impression on us and from that time on we knew we had a gem in our midst. Your hard work, dedication and high level of work are much appreciated…*" (mail on 29/Nov/07)