



QUACH VAN HUNG

PROJECT MANAGER - BUSINESS ANALYST

PERSONAL INFO

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SUMMARY

Back in Belgium after an international career of 5 years in Asia, I am specialized in Business Analysis/Project Management and Digital Transformation gaining experience in both Sales and Production Sides.

Combining multiple roles and dealing with clients, partners, remote IT development teams in USA, Europe and APAC gave me the opportunity to work on a world wide level as BA/PM, Account manager and Marketing/Business Developper.

CERTIFICATIONS

Microsoft Technology Associate:
Cloud Fundamentals

PROFESSIONAL SKILLS

- Communication
- Team Management
- Project Management
- Business Requirements Gathering
- Functional Analysis
- Wireframe & Prototyping
- Creating User Stories
- Testing Plan & UAT
- Client Support
- Documenting
- Team Leadership

WORKING EXPERIENCES

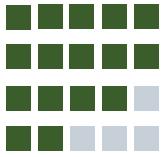
PROJECT MANAGER - BUSINESS ANALYST

NIFTIT LLC | Ho Chi Minh City (Vietnam) | May 2018 - Present

- **Microsoft Dynamics CRM - Support & Maintenance**
 - Acting as liaison, facilitator, and consultant between the client and the technical team
 - Analyzed Business Requirements & Created User Stories
 - Performed tasks central to project progress including scheduling, estimating, reporting and resource management.
 - Provided comprehensive support to end-users through workshops, training, and documentation.
- **MS Office 365 - Custom Development & Support**
 - Requirements gathering through Interviews, Workshops and Observation
 - Managing technical teams and providing clear direction to maximize business value
 - Development and implementation of Office 365/SharePoint solutions (Migrations, custom development, branding, etc...)
 - Led sprint reviews and daily scrum meetings to connect with the whole team and ensure that all members were performing satisfactorily.
 - Involved in test planning and execution
- **Success:**
 - 95% of customer satisfaction
 - 85 % projects delivered on time and on budget

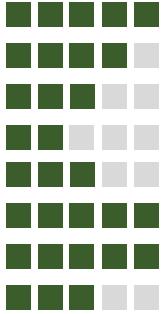
LANGUAGES

- French
- English
- Vietnamese
- Dutch



IT & METHODOLOGY

- Microsoft Office
- Microsoft SharePoint
- Microsoft Teams
- Microsoft Flow
- Dynamics 365
- Cisco Webex
- Basecamp /Asana
- Agile/Scrum



ACCOUNT MANAGER

NIFTIT LLC | Ho Chi Minh City (Vietnam) | Jan 2015- May 2018

- Business Relationship Management with key Accounts
- Business Development in USA, Europe and APAC zone
- Responded to client inquiries and submitting creative proposals
- Proposed, negotiated and completed yearly support contracts
- Built and maintained strong, long-lasting customer relationships
- Developed new business with existing clients and/or identify areas of improvement to increase sales
- Success:
 - Revenue + 140 % from 2015 to 2018
 - Collaboration with 7 strategic Partners in US, Europe and APAC

ACADEMIC BACKGROUND

2010 - 2013 | MASTER, COMMERCIAL SCIENCES

Haute Ecole Francisco Ferrer de la Ville de Bruxelles

2007 - 2010 | BACHELOR, MARKETING

Haute Ecole de Namur-Liege-Luxembourg Henallux

LEADERSHIP DEVELOPMENT

CO-FOUNDER

Young Entrepreneurs Saigon | HCMC Vietnam | Jan 2015 - Present

- Creation of an Entrepreneurs/Business Professionals community in HCMC
- Organizing quarterly Networking events gathering more than 2500 + attendees
- Establishing strong partnerships including the Dutch Business Association Vietnam and Heineken Vietnam
- Organizing Pitching sessions for the Startup Community in Vietnam

WORKING HOLIDAY VISA

Australia | Oct 2013 - Oct 2014

Personal Accomplishments:

- Improved my interpersonal and communication skills
- Developed cultural awareness
- Learned to be flexible and organized
- Learned how to adapt to unanticipated situations and improvise new plans due
- Budgeting and Planning.

PRESIDENT

Patro de Seneffe | Belgium | Sep 2005 - Sep 2013

- Provide exciting weekly meetings with kids from 4 to 16 years old
- Organize, plan and manage a yearly 10 days camp with 70+ kids.
- Lead and manage troops planning meeting
- Develop close working relationships with other members of the leadership team and share responsibilities of operating the troops.
- Take training, including special interest and outdoor activity skills instruction