

Contact

www.linkedin.com/in/mainguyenhang (LinkedIn)

Top Skills

Agile Project Management
Agile Methodologies
Scrum

Languages

Vietnamese (Native or Bilingual)
English (Professional Working)
French (Elementary)

Certifications

Designing the User Experience
PMI Agile Certified Practitioner (PMI-ACP)
Scrum Master Certification
Project Management Professional (PMP)

Mai Hang Nguyen

Scrum Master / Project Manager
Ho Chi Minh City, Vietnam

Summary

Experienced Project Manager with a strong background in Agile and Scrum methodologies, leading cross-functional teams to deliver high-impact projects. With over 5 years of experience in project management and a Bachelor's degree in Business Administration, I have successfully managed projects in various scales, resulting in significant improvements in efficiency and customer satisfaction. My passion lies in optimizing processes and fostering collaboration to achieve project goals.

Experience

FPT Latin America
Project Manager / Scrum Master
January 2025 - Present (3 months)
Guadalajara, Mexico Metropolitan Area

FPT Software
2 years 9 months
Project Manager
September 2023 - Present (1 year 7 months)
Ho Chi Minh City Metropolitan Area

Scrum Master
July 2022 - September 2023 (1 year 3 months)
Ho Chi Minh City Metropolitan Area

- Ensure scrum events' cadences and facilitate the meetings within the time box to deliver expected outcomes.
- Keep track and monitor the project progress by sprint reports, metrics or visualization tools, and remove any impediments for the scrum team.
- Oversee and manage risks and issues, then coordinate with various parties for action items.
- Monitor team's performance and provide help to ensure continuous improvements.

- Provide training, mentoring or coaching activities to scrum teams to understand and follow agile values and principles.
- Constantly communicate and collaborate with stakeholders keeping them informed of project progress and seek for their input and feedback

Legato Technologies Limited

Project Executive

June 2021 - July 2022 (1 year 2 months)

Ho Chi Minh City, Vietnam

- Project Management: Develop overall timeline of Web/Mobile application projects; Execute and oversee the project plan to deliver the desired output based on specifications; Control and monitor the output before releasing to clients; Identify and handle unexpected problems during the development process.
- Documentation: Gather project requirements and other documentation; Keep documents up-to-date throughout the development process; Report project status and escalate to management if needed.
- Communication: Facilitate meetings between key global and local parties and collaborate with project teams to ensure timely decision-making and effective communication between project stakeholders at all levels.

Step Up English

Research And Development Specialist

June 2019 - March 2021 (1 year 10 months)

Hanoi, Vietnam

Project's name: Hack Nao Ngu phap - English Grammar book

Time: 2019 December - 2020 June

Main responsibilities:

- Market Research: Define objective and develop plan for market research phrase; Conduct survey for new product's concepts and test its effectiveness and efficiency; Analyze data and report findings from the research.
- Project Management: Develop project objectives and timeline, make budget estimation for development process; Implement and monitor the plan and related activities with various stakeholders to produce the desired output; Control and assure the quality of the final product before the commercialization; Identify and tackle unexpected problems arising throughout the project.
- Partnership Management: Initiate and build external partnerships from first contact to long-term relationship; Coordinate and advise partners on best methods and solutions to tackle problems if arisen.

InterContinental Hanoi Westlake

1 year 3 months

Front Office Secretary

April 2018 - March 2019 (1 year)

Vietnam, Hanoi

- Documentation: Addressing day to day queries of the employees related to office administration; Keep and maintain updated records and files related to front desk on daily basis; Manage documents related administrative procedures with police station for immigration management.
- Inventory Control: Monitor and control office supplies, stationary, devices; Raise and follow up with purchase or maintenance request of office assets as requirement with suppliers; Monitor and maintaining expenses and costs data for office inventory; Receive letters, packages etc. and distribute them to the respective team.
- Planning and scheduling: Arrange interview schedules for section head; Keep track and assign shift of team members on system; Prepare required documentation for team meeting or per request.
- Prepare outgoing mail by drafting correspondence, securing parcels or for any office requirement.

Human Resources Trainee

January 2018 - March 2018 (3 months)

Hanoi, Vietnam

- Schedule first round interview for potential candidates with department heads.
- Support non-permanent staff and trainees' paperwork and entry procedure.
- Support on planning and organizing internal events and training.
- Monitor the monthly training plan and record from departments.
- Assist Training Manager with daily tasks, BEOs, translating training materials.
- Take up with other duties as assigned.

Education

Hanoi University

Bachelor's degree, Business Administration and Management,
General · (2014 - 2018)