

Contact

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Top Skills

Business Analysis
Stakeholder Management
Systems Engineering

Certifications

ITIL Service Strategy (ITIL-SS)
ITIL Service Strategy (ITIL-SS)
ITIL Service Design (ITIL-SD)
ITIL Expert Managing Across the Lifecycle (ITIL-MALC)
ITIL 4 Expert Certification - Managing Professional Certificate (MPC)

Minh Nguyen

Project Manager
Ho Chi Minh City, Vietnam

Summary

Master of IT and ITIL-Expert Project Manager Lead & Account Manager with over 4 years of experience in Service Operation & Project Management; capable of leading cross-functional/national teams in the project development, stakeholder management and delivery of enterprise solutions driving the attainment of business goals.

Highly motivated and have a strong vision for achieving successful outcomes for clients and partners. Effectively able to elicit and interpret business needs, visions into solutions, along with analyzing the impact of changes and opportunities as new solutions are introduced.

Experience

Positive Thinking Company

Project Manager

July 2021 - Present (3 years 9 months)

Ho Chi Minh City, Vietnam

- . Be in charge of project proposals, planning, tracking, and delivery (time, quality, and budget)
- . Ensure that the project team is making appropriate progress and output on a day-to-day basis
- . Be the main contact with the production team
- . Communicate with the onshore and global team, including Account Managers, Functional Managers, Project Directors, Technical Experts.
- . Accountable for planning, quality, and cost
- . Be able to challenge requirements on completion, feasibility, improvements, etc.
- . Report generation & timesheet reviewing / tracking

Kyanon Digital

Project Manager

March 2020 - April 2021 (1 year 2 months)

Ho Chi Minh City, Vietnam

- Be the primary point of contact and escalation for the Customer Account Management
- Build and maintain relationship with key accounts, client stakeholders and executive sponsors
- Ensure the timely and successful delivery of solutions according to partners' & organization's goals and objectives
- Forecast and track key account metrics, identify opportunities to grow business with existing clients
- Create and negotiate contracts, quotations, and agreements to maximize profits but still maintain good relationship with existing and/or potential accounts
- Responsible for working with the Pre-Sales team to onboard and integrate new clients
- Assess projects' resource requirements and quality control standards
- Define, plan, and estimate project scope, milestone, timeline
- Be responsible for Risk Analysis & Management
- Lead Business Analyst & Project Management practice by providing support, consultation and training in involved projects

DXC Technology

Business Analyst

September 2018 - February 2020 (1 year 6 months)

Vietnam

- Organize and participate in online and face-to-face meetings with clients to gather, analyse, elicit and document products' requirements; recommend potential opportunities or resolutions
- Work with project stakeholders to identify and specify functional and non-functional system requirements, product's processes and roadmap
- Plan and design business processes; assist in formulating recommendations to improve and support business activities
- Analyse business needs, gaps and issues and performs business impact analysis and recommends best possible solutions
- Cooperate with dev team and technical solution consultants to improve the functional coverage and capabilities of the products
- Manage unit/integration/systems tests in various phases of the project
- Perform and/or coordinate walkthrough, demo sessions and obtain sign-off from users

Robert Bosch Engineering and Business Solutions Vietnam

System Engineer

February 2018 - August 2018 (7 months)

- Clarify and analyse requirements/request from clients
- Perform SAP automation development, debugging, integration and unit testing based on requirements
- Be responsible for detail and middle-level design for SAP modules
- Report and document issues/resolution, root cause analysis/lesson learned and recommendation into corporation's knowledgebase
- Perform effort estimation for tasks and plans
- Resolve technical problems/queries from both internal/external clients

Australian Catholic University

Information Technology Specialist

2016 - 2018 (2 years)

Sydney, Australia

- Manage and resolve tickets via CRM and Jira
- Quality delivery of services committed to the customer as per defined SLA and KPI's
- Ensure customer satisfaction in the Services Delivered and Continuous improvement of services
- Resolve technical escalation from 1st support
- Coordinate onsite/offshore team with stakeholders
- Be responsible for technical documentation and training delivery
- Send monthly report (MSR) to manager

RSA Security

Application Support Engineer

2015 - 2016 (1 year)

Sydney, Australia

- Responsible for providing the 1st/2nd level customer service and technical support to clients, internal field personnel, system administrators and VARs that are experiencing system or product issues including network security products
- Provide timely updates and progress reports to customers and record in the case tracking system
- Escalate and explain problems with clarity to Senior 3rd Level and Advanced Technical Support Engineers
- Keep Operation Manager and key personnel within RSA updated on outstanding and critical issues
- Make effective use of the existing Customer Services support

databases and resources internally and externally, research knowledgebase for solutions to customer problems and utilize relevant solutions

- Compose technical solutions for inclusion into the corporate knowledge database

Little Bottler

Retail Store Manager

2007 - 2015 (8 years)

Sydney, Australia

- Deliver excellent services to ensure high levels of customer satisfaction
- Create business strategies to attract new customers, expand store traffic, and enhance profitability
- Hire, train, and oversee new staff
- Respond to customer complaints and concerns in a professional manner
- Ensure store compliance with the industry law & regulations
- Develop and arrange promotional materials and in-store displays
- Prepare detailed reports on buying trends, customer requirements, and profits
- Undertake store administration duties such as managing store budgets and updating financial records
- Monitor inventory levels and order new items

Education

University of Western Sydney

Bachelor's degree, Information and communications technology (ICT) · (2011 - 2013)

Australian Catholic University

Master's degree, Information Technology

TAFE NSW

HDiploma, Network and System Administration/Administrator