

Duc (Brian) Manh Nguyen

Worcester, MA | (774) 701-3060 | manhnd.se@gmail.com | LinkedIn:

EDUCATION

Clark University, Worcester, MA

Master of Science in Information Technology Project Management (STEM)

GPA: 3.64/4.0 | May 2025

Relevant Coursework: Program & Portfolio Management, Project/Portfolio Economics, Financial and Procurement Management, Risk & Change Management

FPT University, Hanoi, Vietnam

Bachelor of Software Engineering

GPA: 3.0/4.0 | Sep 2022

Capstone Project: Food Ordering System

SKILLS

Project Tools & Methods: Agile/Scrum, Kanban, Waterfall, PMBOK, Risk Management, Jira, MS Project, Confluence, Gantt Charts, Stakeholder Engagement, Communication Planning, Change Management, UAT

Technical: JavaScript, HTML/CSS, ViteJS, MySQL, Git, CRM Systems

Soft Skills: Leadership, Cross-functional Team Coordination, Problem Solving, Conflict Resolution, Adaptability

WORK EXPERIENCE

Project Manager - The Forage Virtual Internship

Jan 2025 - May 2025

- Electronic Arts: Evaluated KPIs to support product planning and improve cross-team communication.
- CBRE - Project Management: Created Gantt charts, analyzed dependencies, and assessed project feasibility for a commercial build-out.
- CBRE - Facilities Management: Reviewed service requests, prioritized maintenance workflows, and optimized resource allocation.
- Siemens Mobility: Designed project KPIs and maintained dashboards for a rail infrastructure expansion project.

Web Developer (CRM & moshop) - Giao Hang Tiet Kiem JSC, Hanoi, Vietnam

May 2021 - Jan 2023

- Led the design and launch of a web-based CRM platform that supported real-time assistance and organized complex product categories, benefiting over 500 customer service agents.
- Developed and deployed a modern application using ViteJS, improving code structure and reducing page load times by 40%.
- Built a library of reusable UI components to create a consistent look and feel across the system, cutting down development time by 25%.
- Introduced interactive reporting dashboards that gave teams better insight into key performance metrics and business trends.

PROJECT & ACTIVITIES

CRM Implementation Project (Healthcare Supply Firm) - Team Lead

Clark University | Oct 2024 - Dec 2024

- Led a team of 4 in implementing a mock CRM platform; developed WBS, timeline (Gantt), and stakeholder register.
- Facilitated risk workshops and change control board (CCB) meetings, mitigating 3 potential delays.
- Coordinated UAT and obtained sign-off from simulated executive sponsor, ensuring project closure criteria were met.

Food Ordering System (Capstone Project) - Project Lead

FPT University | Jun 2022 - Aug 2022

- Drove the project from scope to MVP: set milestones, ran sprints, flagged risks early; gathered requirements with students and restaurant staff, validated with quick usability tests, and iterated the end-to-end ordering/tracking flow.