# (Henry) Hung Pham

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**www.HenryFromBoston.com**

## Professional Summary

I define myself as a database-driven IT Project Manager with almost 10 years of experience in designing relational databases and constructing operational/ analytical models for different businesses and ideas, leading in-house or outsourcing designers and web/app developers to work together and accomplish goals set by clients or the company's executives.

Since starting up a web outsourcing team back in 2012, I have gone through all kinds of different projects and situations in this field, so I also have extended knowledge in user's experience design, cost management, tasks & progress supervision, product development, remote/ international team management, and other human resources sides of a project.

**I'm a complete *dash* between the company's goals or clients - and the engineers.**

## Skills

- Analyzing & turning abstract ideas into precise technical & web models
- Proposing realistic technical resolution for any business or operational demands
- Constructing complete database, technical workflow and documentation for IT system
- Scheduling tasks for designers/ developers following **agile development** approach
- Finding & Recruiting international/ remote/ IT outsourcing talents when needed
- Remotely managing IT outsourcing workforce
- Progress supervision & Quality assurance
- Researching & implementing new technologies or methodologies fast as necessary
- Tools experience: Trello, Time Doctor & Skype for task management, domain & server management, Github, Google Spreadsheet, Map, Analytics, Cloud & other APIs, PHP & PHP frameworks, SQL/ MySQL relational database, responsive HTML & Javascript, app development frameworks, all related office software as required by work
- Willing to learn & adapt more management tools/ related frameworks as required

# Work History

**IT Project Manager**                                          06/2014 to 07/2020
**Eksportgruppen HELIA ApS (commercial name www.Scan-Line.fr)** – Hals, Denmark
*In the period of 6 years, I led the IT department to successfully renovate the entire web operation for HELIA's executive board of 5~6 people in Denmark to remotely manage their 200 stores in France - that includes their staff, inventories and customers. Taking charge of managing the outsourcing workforce, I helped HELIA reduce their IT budget by at least 4-5 times each year compared to contracting a third party vendor as they previously did, and reach for the company's goals for rapid development of new product lines and addition of new stores.*

*I lost my job recently due to multiple waves of Covid-19 that forced HELIA to close down their shops in France.*

WHAT I HAVE ACCOMPLISHED FOR SCAN-LINE:
- Re-designed and centralized Scan-Line's system for inventories and human resources, activities and reports, orders and finances, the web frontend and the underlining Intranet system for board of directors to learn and take control of all aspects of the company.
- Wrote and maintained technical and functional specifications to document database intentions and requirements.
- Set up and controlled user profiles and access levels for each database segment to protect important data.
- Designed and developed tracking and analytical data structures.
- Coordinated technical requirements, scheduling and solution development for engineering design and test issues.
- Performed analysis on technical designs and prototypes in development stage.
- Directed planning, budgeting, vendor selection and quality assurance efforts.
- Recruited and led a remote team of 10 full stack web engineers to develop different segments of the system, integrate, test and launch their works together in short cycles following agile development approach.
- *Reference:* Before the huge lock down, the new beta system has still been developed to replace the old one under my direct lead here: **scanline.henryfromboston.com**

**Founder & Project Manager**                                   10/2011 to 06/2015
**HFB (www.HenryFromBoston.com)** – Hochiminh, VIETNAM
*Taking advantage of the high quality but lower cost workforce in Vietnam - especially in the Computer Science field, I founded a media & tech firm in 2012 to take IT outsourcing projects from European countries, Singapore, and the USA. Initially I named the company **PHAMTECH** but then I rebranded it **HFB** (www.henryfromboston.com) in 2018. However, in the period of 2017 to 2020, the only major client of HFB is HELIA in Denmark, so decided to work full time as an IT project manager for HELIA.*

WHAT I HAVE ACCOMPLISHED FOR HFB:
- Conducted target market research to scope out industry competition and identify advantageous trends.
- Established and administered annual budget with effective controls to prevent overages, minimize burn rate and support sustainability objectives.
- Established, optimized and enforced business policies to maintain consistency and high-quality standards across operations.
- Participated in hiring decisions for key leadership positions, conducted senior hire interviews and nominated new team members.

WHAT I HAVE ACCOMPLISHED FOR HFB'S CLIENTS, PROJECTS & COMPANIES:
- Managed multiple projects effectively in a demanding environment with tight deadlines.
- Actively participated in Database and Operation/ Work Flow analytics and technical designs for different client's projects and businesses in multiple industries.
- Helped programmers tackle problems with hard algorithms or tricky business issues and adapting new technologies.
- _References:_ www.iSchool.sg (Singapore), www.ProRentHelp.com (USA), www.Scan-Line.fr (Denmark & France), www.DonorNetworkWest.org (USA), www.OgiMarketingSystem.com, etc. Please find out more about these projects on my homepage **www.HenryFromBoston.com**.

## Education

**Bachelor of Science**: Computer Science
**Vietnam National University of Technology**
VIETNAM National University of Technology in Hochiminh city (HCMUT) is the country's most prestigious university in science and technology fields. I transferred to **HCMUT** from **TUFTS University** (Medford, MA, USA) to continue pursuing my degree while following my dream starting up an IT outsourcing team in Vietnam.
- Continuing education in Computer Science
- Graduated in an Honor Program designed specially for talented students
- Working in establishing my own IT company (PHAMTECH, then HFB) at the same time

**Transfer**: Mathematics
**TUFTS University** - **Medford, MA, U.S.A**
- Admitted as an international transfer student for Tufts' undergraduate program, and received a full grant scholarship from Tufts
- Majored in Mathematics with a special interest in Quantitative Economics
- Transferred to VIETNAM National University of Technology to continue pursuing an engineering degree while founding an IT outsourcing firm in Vietnam