Thien Hoa Nghiem Doan

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WORK EXPERIENCE

PowerObjects (www.powerobjects.com), Minneapolis, MN | Technical Consultant | April 2018 – NOW

- Architect large scale Dynamics 365 CE and Power Platform implementations with C# plugins, custom workflows, Azure functions, JavaScript; scale up Canvas Apps solutions to accommodate up to 50k users.
- Build cutting edge canvas apps solutions for various clients using Cognitive Services, Azure Maps, and other Azure resources; enhanced Dynamics 365 CE and Power Platform implementations.
- Lead team of onshore and offshore developers and researchers to build and deploy demos for key global Microsoft events like Ignite, Microsoft Business Applications Summit (MBAS), Business Applications Launch Event (BALE) and others; work directly with Microsoft stakeholders.
- Design human-centric, user-friendly solutions using simple yet effective UI/UX principles; design UI wireframe in Adobe XD and Figma; help improve user adoption through easy-to-use solutions.
- Provided vision, architecture and design for Power Platform IP PowerSalesToolBelt to generate recurring revenue (AppSource link)
- Architected and implemented crucial integration between Dynamics 365 CE and GitHub during early Power Automate days for Microsoft; provided guidance and vision to Microsoft Marketing team.
- RPA - demos; Helped Microsoft RPA product marketing team explore Power Automate RPA; Built proofs of concept and demos for key Microsoft events; deployed demos on CDX for global consumption.
- Provide guidance and vision to consultants on building robust solutions that connect to multiple data sources like Dynamics 365 CE, Dataverse, SharePoint, Azure SQL Server, etc.
- Awarded "Microsoft FastTrack Recognized Solution Architect" (FTRSA) two consecutive years in 2020 and 2021.
- Played key role in helping PowerObjects win MSUS Partner Award for PowerApps in 2019 by contributing to complex Power Apps implementations.

OATI (www.oati.com), Minneapolis, MN | Software Developer | April 2017 – April 2018

- Worked as System Integrator/Developer for webTrader Power system and be responsible for setting up 5 customer systems simultaneously
- Debugged and investigated systems errors for webTrader System to make sure Physical power trading system responsive
- Responsible for engineering the deployment of code/database to production environment for multiple Projects by working with development team, Project management group and Integration team
- Performed database performance analysis and tuning to improve system overall performance
- Upgraded systems to the latest patch following company's policy
- Initiated new webTrader projects from inception; deployed change orders in alignment with go-live dates
- Worked with customers directly to resolve critical issues in timely fashion and a part of 24/7 on call support for critical issues.

Tiki Corporation (tiki.vn), Ho Chi Minh City | Associate Product Manager | Jul 2016 – Nov 2016

- Defined logic to adjust sale orders from back-end system which allows Tikicare handle around 4,000 sale orders per month valued 1 billion VND
- Implemented system to index and classify over 7,000 imperfect products in warehouse valued 885 million VND and implemented Point of sales system for monthly Salvage Session to save over 20% operation cost.
- Articulated project goals and scope, translated business needs into technical terms

Harvey Nash Vietnam, Ho Chi Minh City | Business Analyst | Jul 2014 – Apr 2016

- Full Software Development Life Cycle experience including requirement analysis, design, development, testing, implementation, and production support in 4 projects of UK Offshore Development Centers - Protection & Indemnity Portal and Spinnakers Underwriting Report for Charles Taylor plc; mobile application for Coaching Intervention at Performance & Wellbeing LTD and HTML5 conversion Live Dealer Casino Games for DR Tech
- Contacted clients to gather, interpret, and translate customer needs into functional and nonfunctional requirements and translate business problems into requirements that facilitates application development.
- Assisted development team define impact analysis and feasibility study.
- Prepared user stories, acceptance criteria and refine mock-ups (sketches) for the design team or front-end team with specific user experience.
- Managed expectations of stakeholders.
- Worked closely with the Development team to ensure the effectiveness and quality of development progress throughout project.
- Ensured development team is fully briefed on every new requirement.

- Managed Product Backlog and conducted Scrum ceremonies including Product Backlog Grooming, Story Estimation, Daily Scrum, Sprint Planning and Sprint Retrospective.
- Supported building and verifying test case that allows Development teams to conduct Test First.
- Conducted frequent demo session to continually get feedbacks from client on product.
- Assisted Bid Manager in pre-sales support activities for several new clients:
- Play multi-function roles in the Charles Taylor Offshore Development Center - One of the biggest clients of Harvey Nash:
  - Administrator of Production SharePoint sites of Charles Taylor
  - Business Analyst of new SharePoint sites project for Protection & Indemnity Portal and Spinnakers Underwriting Report

Home Credit Vietnam, Ho Chi Minh City | Data Analyst | Sep 2013 – Jul 2014
- Responsible for importing essential data, cleaning data, and merging data together in Data Warehouse (Oracle); retrieving data based on business requirements, analyzing data, and building reports to identify issues in CRM Processes and improve cross-sell process efficiency for Cash Offer Product.
- Defined process of Customer Care system and implemented Ticket Management System to enhance customer satisfaction level by 30%
- Built up official working processes for Telesales Human Resources Portal Project to minimize 70% of manual and paper works
- Played Test Lead role for Loxon Deployment Project in Telesales Department - Change Request Management and UAT conduction

SKILLS
- Familiar with Power Platforms - Power Apps, Power Automate, Power Automate Desktop, Power Virtual Agents, Dataverse, Dynamics 365 and PowerApps Portal.
- Experience with C#, HTML5 and JavaScript
- Experience with writing SQL queries in Microsoft SQL Server
- Experience with CASE tools and screen prototyping including Azure RP, Adobe XD, Figma

EDUCATION

Bachelor of Information Technology | Auckland University of Technology
- GPA: 3.7
- Class of 2014

LANGUAGES

English: Working proficiency
Vietnamese: Native

RECOGNITION
- 2021 Microsoft FastTrack Recognized Solution Architect - Power Apps | Microsoft Fast Track
- 2020 Microsoft FastTrack Recognized Solution Architect - Power Apps | Microsoft Fast Track

CERTIFICATION
- Microsoft Certified: Dynamics 365 + Power Platform Solution Architect Expert | Microsoft
- Microsoft Certified: Power Apps + Dynamics 365 Developer Associate | Microsoft
- Professional Scrum Master 1 | Scrum.org
- Professional Scrum Product Owner 1 | Scrum.org

SOCIAL ACTIVITIES

PowerApps4Kids | Speaker | Sep 2021
- Inspired kids to learn and explore PowerApps by showing the how to build simple PowerApps games

Orphan Impact | Volunteer Computer Teacher | Sep 2015 – Sep 2016
- Inspired students by STEAM focused lessons with high-tech based

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