

Pham Minh Tam

 pmtam@yahoo.com

 0903.707.394



ADDRESS

Phu Nhuan Dist,
Ho Chi Minh City, VN



LINKEDIN

www.linkedin.com/in/PMTam/

Summary

- Head of PMO with 6+ years in insurance companies.
- Experienced in Project Management, Portfolio Management, Process Analysis and Improvement.
- 10+ years of experience in IT Advisory with knowledge of IT Delivery, Risk management and Advisory.
- Transitioning to Business Analytics Professional.

Experiences

Exploring new Journey on Data Analytics and Data Science

Aug 2020 – Current

Acquire knowledge and skills on Data Analytics and Data Science from LinkedIn Learning and Coursera. Key achievements:

- General skills: Statistical Analytics, Data Visualization, Data Preparation, Exploratory Data Analytics (EDA), Predictive Analytics (PRA), Machine Learning.
- Technical skill: IBM SPSS, R Programming, Python, Tableau.
- Algorithms for Machine Learning: Linear Regression, Logistics Regression, Decision Tree, Random Forest, XGBoost, SVM, kNN.
- Statistical Analytics: [Inferential Statistics](#)
- [Fraud Detection – estimating ROI with ML](#)
- [Operational Excellence](#)
- Data Visualization projects (in Tableau):
 - [Vietnam Insurance Market Overview](#)
 - [Executive Committee Dashboard](#)
 - [Agency Sales Dashboard](#)
- EDA and PRA presentation (with SPSS):
 - [Policy Lapse Prediction using SPSS](#)
 - [Telco Customer Churn Prediction using SPSS](#)
- Machine Learning with R , Python Programing:
 - [Policy Lapse Prediction](#), [Customer Churn Prediction](#), [Employee Attrition Prediction](#), [Customer Segmentation](#).

Director, Head of Project Management Office (PMO)

Sun Life Financial Vietnam.

May 2016 – Jul 2020

- Established and maintained PMO to follow Corporate Project Portfolio Management framework.
- Managed company Project Portfolio, oversaw Key and Strategic projects and initiatives to align with company objectives.
- Managed key company projects assigned by CEO: Policy Integration and Transformation, Distribution Management, FATCA, Distribution Partner setup, etc.
- Supported Business Continuity Management to implement Business Continuity Program and Crisis Management.
- Provided consultancy to Project Managers to support their project management cycle. Coached and roll-out Agile transformation to Pilot projects.
- Assisted Executive leaders in monthly business dashboard and followed up with action tracking.

Director, Head of Delivery, and IT Risk

DMSpro JSC.

Aug 2014 – Apr 2016

- Developed Project Delivery and Governance framework for SDLC.
- Managed project delivery and support team to deliver Post GO-LIVE.
- Maintained and provided coaching on Project Delivery Framework.
- Worked closely with clients to manage client expectations and ensure SLA support.
- Provided support to pre-sale activities, including meeting prospects, analyzing requirements, and collaborating with Solution team to propose solutions.
- Provided consultancy to Product Managers for product roadmap.

Courses & Certifications

PROJECT MANAGEMENT

- **Project Management @ KPMG Framework**
- **Agile Project Management**

PROCESS IMPROVEMENT

- **Process Analysis**
- **Process Performance & improvement**
- **Business Requirement & Planning**
- **Six Sigma**

DATA ANALYSIS & VISUALIZATION

- **IBM SPSS**
- **Tableau Skills**
- **R for Data Science**
- **Google Data Analytics**
- **Google Advanced Data Analytics**

INSURANCE INDUSTRY

- **LOMA ALMI**

IT MANAGEMENT & ADVISORY

- **ITLT V3**
- **IT Strategic Development**
- **IT Risk Management**
- **IT Effectiveness**

LEADERSHIP MANAGEMENT

- **The Art of Connection**
- **Leadership Gold by Gilbert Ng**

Experiences

Senior Manager, Head of IT Initiatives and PMO

Prudential Assurance

Mar 2012 – Jul 2014

Setup and managed IT PMO, assisted Head of IT to implement strategic solutions by:

- Understanding organization-wide issues and recommending appropriate solutions.
- Supporting IT planning processes, managing dependencies across work streams and coordinating activities.
- Maintaining oversight of all IT strategic projects across the organization.
- Working closely with Project Sponsors to define Project objectives, scopes, key deliverables, budget, and implementation plan.
- Collaborating with project leads to analyze and deliver initiatives within the agreed scope and timescale, transforming requirements into IT solutions.
- Prioritizing resources to deliver project objectives and fulfill stakeholder's expectations.
- Organizing regular Project Steering Committee meetings.
- Producing regular progress reports for Head of IT and Project Sponsors.

Country Manager

IFCA Software Vietnam.

Jan 2011 – Jan 2012

- Analyzed and developed market for IFCA Software products - A Property Sales and Management solution from Malaysia.
- Managed existing implementation projects and clients.
- Planned and developed resources for Sales and Delivery team.
- Assumed Finance Management responsibilities, including planning, maintaining budget, forecasting, and controlling actual expenditure versus revenue for IFCA Vietnam office.
- Monitored and reviewed accounting transactions in compliance with regulatory.

Manager, IT Risk & Assurance

Ernst & Young Vietnam

Oct 2009 – Nov 2010

Manager, IT Risk & Advisory Services

KPMG Vietnam

Jul 2002 – Sep 2009

Senior Consultant, Business Consultancy

Arthur Andersen Vietnam

2000 – 2002

Education

Bachelors of Mathematics and Informatics

Ho Chi Minh City Teacher's Training College

1988 - 1991

Bachelor of Art, English Literature Faculty

Hanoi National University

1995 - 1997