

PERSONAL DETAILS

- Full Name **Nguyễn Hoàng Tùng**
- Year of Birth 1986
- Gender Male
- Citizenship Vietnamese
- Country of Residence Vietnam



PROFESSIONAL SUMMARY

- Experienced Scrum master with a keen ability to understand and build complex systems. I focus relentlessly on removing impediments from teams and delivering customer-centric products and features
- I have more than 10 years of experience in the software development industry and have delivered many software projects, including outsourcing projects, building products from scratch, or maintaining existing systems.
- I also have quite strong experience in Project Management and am familiar with Software Development Life Cycle (SDLC) or Software Development Methodologies such as Waterfall, Prototyping, Agile/Scrum.
- Besides gathering business requirement skills & consulting in technical solutions to support the development of those requirements from stakeholders, I also have experience in scope management & negotiation based on actual team capacity to ensure delivery projects on time with high quality.
- Training, Coaching & Growing up team member ability as well as responsibility is my favorite, which I believe will support me back in terms of delivering projects successfully.
- I often rely on project indicators & reports as well before taking any management decision.

EDUCATION

- Degree of Software Engineering – **Hanoi University of Science and Technology.**
- Higher Diploma in Software Engineering (HDSE) – **Aprotrain Aptech Education.**

SKILLS

- Project Management
- Agile/Scrum Coaching
- Scrum Master
- Product Management
- Business Analysis
- Design & Modelling
- Communication
- Problem Solving
- Fluent English Skills

CERTIFICATION

- **Project Management – NIIT iNET Academy**

PROFESSIONAL EXPERIENCE

Wize Solutions

June 2019 -present

Position: Project Manager / Scrum Master

Description:

- Acted as a servant leader and coach for 3 Agile Scrum teams, ensuring the effective use and practice of Agile framework
- Managed 100% of the Scrum process from initiation to management to delivery
- Managed and supported all efforts of 3 development teams to simplify and enhance the customer experience.
- Support stakeholders to ensure the highest quality products to customers.
- Improve team velocity, throughput, burndown, and cumulative flow of 3 cross-functional teams.
- Responsible for budgeting and forecasting, expense reporting, risk management, status reporting, and execution
- Create project documentation and strategy plans
- Account for complete project lifecycle from inception to closure
- Collaborate with participants to determine project timeline
- Map projects for budget tracking

FPT Software

June 2018 – June 2019

Position: Agile/Scrum Master

Description:

- Led Agile Scrum team dedicated to developing the digital and technology roadmap.
- Managed core Agile ceremonies in team environments: Sprint Planning, Daily Stand-up, Sprint Review, and Sprint Retrospectives.
- Coordinated and collaborated with 2 other product teams related to project dependencies and relationships.
- Ensured that 100% of inter-team risks, impediments, and blockers were identified, communicated, and resolved.
- Supported and educated product owners concerning grooming and maintaining product backlogs.
- Managed and reported on 100% of the task and activities assigned to the Scrum teams.

Tek-Experts

Jun 2016 – Jun 2018

Position: Technical Project Manager

Description:

Working directly with customers and stakeholders on gathering business requirements, & technical solutions.

- Designing the product architect and algorithms for building function/features.
- Be responsible in project delivery progress by:
 - Propose project plan (WBS, resource allocation, timeline & scope)
 - Manage & monitor project activities.
 - Report project status to customers & higher managers.
 - Training & coaching team members.
 - Joining to interview candidates.

PowerGate

Jun 2015 – Apr 2016

Position: Technical Lead

Description:

Working directly with customers and stakeholders on gathering business requirements.

- As a Tech Lead:
 - Hand-over technical, transferred from Solution Architect (customer side).
 - Research, study, and share knowledge regarding techniques that be applied to projects.
 - Setting up infrastructures for the team working on. (Branching/Merging code branches, setting up environments for (DEV/Test/UAT/Pre-Production), making deployment scripts, ...)
 - Training & coaching team members.
- As a Project manager:
 - Be responsible for the project plan (WBS, resource allocation, timeline & scope)
 - Manage & monitor project activities.
 - Report project status to customers & higher managers.
 - Interview candidates for the team.

Add-on Development

Jul 2014 – May 2015

Position: .Net Developer

Description:

- Research and share knowledge regarding technique and business logic of the product
- Support customers via email, Skype, TFS.
- Programing to develop new functions which be integrated into the current product.

- Maintain the current product (fixing bugs, releasing hotfix versions).
- Support other team members.

Aprotrain Aptech Education

Mar 2011 – Jun 2014

Position: Software Programming Teacher

Description:

- Researching technology & courses, transferred from Headquarter.
- Be directly engaged in teaching technical courses.
- Report student learning status.
- Support manager & marketing team in defining process & monitor activities on running enrollment campaign.

Ksystemk JSC

Mar 2010 – Jan 2011

Position: Net Developer

Description:

- As a developer:
 - Join to analysis, design, and develop new adding/adjusting features integrated into the current ERP system.
 - Programming assigned tasks.
- As a customer consultant:
 - Training, supporting users to use the current ERP system.
 - Collecting feedback and describing additional requirements from customers.