# NGUYEN DUC THIEN

## Contact Information:

* Phone Number: +84902033277
* Work Email: thien.nguyen@ericsson.com
* Personal Email: nguyendwcthien@gmail.com
* LinkedIn Profile: www.linkedin.com/in/thien-nguyen-duc
* Address: Thanh Xuan, Hanoi, Vietnam

## Professional Summary:

Highly skilled professional with a Bachelor's degree in Telecommunications, an MBA in Finance, and CISSP certification. Demonstrates exceptional analytical and creative abilities in managing people, processes, and tools. Expertise in operation and performance control, business and finance analysis, human management, cybersecurity, automation, digital transformation, and programming. Extensive experience in mobile technologies, including 2G, 3G, and 4G networks.

## Work Experience:

### Service Improvement Manager

*Ericsson Vietnam Ltd., Hanoi, Vietnam*

*April 2022 to Present*

* Identified opportunities for enhancing service delivery performance through tools and process improvements.
* Optimized and streamlined operational processes.
* Automated daily operational activities and integrated AI/ML into operations.
* Oversaw the operational performance of Managed Services.

### NOC Manager

*Ericsson Vietnam Ltd., Hanoi, Vietnam*

*October 2008 to April 2022*

* Managed Network Surveillance, Fault Management, Incident Management, Process Adherence, and the organization and motivation of Shift Leaders and Network Operations Center members.
* Ensured smooth day-to-day operations across CORE, BSS, IN/VAS, and Transmission domains.
* Contributed to process improvement and ensured adherence to all processes for operational efficiency.
* Managed financial aspects of NOC operations.
* Introduced automation and digital transformation to enhance daily performance efficiency.
* Led the automation program.
* Supervised all Front Office and Back Office operational activities related to the MS Network.

### NOC Shift Leader

*Nortel Vietnam Ltd., Hanoi, Vietnam*

*October 2006 to October 2008*

* Managed incident handling during shifts.
* Led a team in managing first-level operations of a mobile GSM network.

### Technical Leader

*Hanoi Post and Telecom Company, Hanoi, Vietnam*

*June 1996 to October 2006*

* Developed in-house software for search support.
* Managed incidents related to the paging system.

## Education:

### Bachelor of Telecommunications

*Hanoi University of Technology, Hanoi, Vietnam*

*Graduation Year: 1996*

### MBA in Corporate Finance

*Solvay Brussels School of Economics, Hanoi, Vietnam*

*Graduation Year: 2012*

## Skills:

* Operation & Performance Control
* Business and Finance Analysis
* Human Management
* Cybersecurity Specialist
* Automation & Digital Transformation
* Programming: Python
* Mobile Technologies: 2G/3G/4G
* Fluent in English

## Certifications:

### Applied Data Science Camp - Graduate 2024

*Ericsson*

*Issued: July 2024*

### Enterprise Security – Level 3 Experienced

*Ericsson*

*Issued: December 2023*

### Certified Information Systems Security Professional (CISSP)

*ISC2*

*Issued: October 2023*

*Expires: October 31, 2026*

### Upskilling for an Inclusive Future Program 2024

*Ericsson*

*Issued: June 2023*

For more certifications, visit: [Thien Nguyen on Credly](https://www.credly.com/users/thien-nguyen.54a234e5)

## Projects:

### HT Mobile

*Deployment and Operation of HT CDMA Mobile Network*

*Role: Shift Lead*

*Achievements: Successfully managed network operations*

*Duration: October 2006 to October 2008*

### Vietnamobile

*Deployment and Operation of Vietnamobile Network  
Vietnamobile is a GSM network with nearly 5 million subscribers and approximately 10,000 base stations utilizing a full stack of technologies.*

*Role: NOC Manager and Improvement Manager*

*Achievements: Successfully managed network operations*

*Duration: October 2008 to Present*

### Telenor Myanmar

*Deployment of Telenor Mobile Network in Myanmar*

*Role: Head of NOC*

*Achievements: Established NOC setup, including fit-out, recruitment, and development of tools and processes*

*Duration: May 2014 to December 2014*

## Languages:

- Vietnamese (Native)  
- English (Fluent)

## Hobbies/Interests:

- Reading  
- Traveling  
- Exploring new technologies, especially Machine Learning and AI