



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

Summary

- 12+ years of experience in software development industry
- 6+ years of experience in project management and project leading
- 6+ years of experienced with Agile/Scrum/Kanban
- Experience in eCommerce, Charity, Retail, Media planning, Media Booking, Inventory management, Health Care, Banking, Insurance...
- Currently in charges of delivery manager position for multiple team up to 30+ headcounts
- Has knowledge and trained about PMP, earned 35 PDUs
- PSMI certified and trained by Scrum.org
- Familiar with many popular project management tools like: TFS, Redmine, Jira, Ms Project...
- Excellent in English speaking and writing.

Skills

- Languages & Scripting: C#, PHP, VB.NET, JavaScript, HTML/CSS
- Frameworks & Package:
 - ASP.NET MVC, Entity Framework, FluentValidation, AutoFac, AutoMapper, ELMAH
 - Bootstrap, jQuery, AngularJS, Knockout JS
 - Zend, CodeIgniter, Symfony
- Operating Systems: Windows, Linux
- Databases: MS SQL Server, MySQL
- Web Servers: IIS, Apache
- Analysis & Design Tools: MS Visio, Pencil
- Methodology: RUP, Agile(Scrum, Kanban, XP)

Employment History

- 09/2018 - Now : Senior IT PM/Delivery Manager at Manulife COE VN
- 03/2018 - 08/2018 : Scrum Master at CBA Solution VN
- 09/2015 – 03/2018: Engineering Manager at KMS Technology
- 04/2014 – 06/2015: Project Manager at Harvey Nash VN
- 03/2013 – 03/2014: Project Leader at Harvey Nash VN
- 07/2011 – 02/2013: Project Leader at TMA Solutions



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

- 04/2011 – 07/2011: Senior Engineer at TMA Solutions
- 12/2010 – 03/2011: Senior Engineer at Pyramid Consulting
- 11/2009 – 11/2010: Worked as Freelancer and studied at Greenwich University – FPT Campus at HCM
- 05/2008 – 10/2009: Team Leader at TMA Solutions
- 09/2006 – 04/2008: Developer at TMA Solutions

Relevant Work Experience

09/2018 – Now

Manulife COE VN, Ho Chi Minh, Vietnam

Scrum Master

Project: ePOS

Project Description: The web application that support agent to collect financial status and insurance need from customer. Providing real time illustration of insurance plan and ability for client to apply for life protection all at once.

Industry: Insurance

Project Team Size: 34(divided into Product Engine, FE, BE, QA, Auto QA, MUT streams)

Role(s) Scrum Master

Skill Set Utilized: Delivery management

Responsibilities:

- Working with scrum master to define and drive delivery road map.
- Collaborate with technical team across region to share knowledge
- Provide input to regional project manager
- Lead automation integration testing team(massive unit testing team)

Number of People 4

Managed:

Assignment Duration: 09/2018 - Now



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

03/2018 – 08/2018

CBA Solution, Ho Chi Minh, Vietnam

Scrum Master

Project: Kiosk

Project Description: It's a Android application that integrate with multiple hardwares like fingerprint reader, security chip reader and camera to facility almost fully day to day banking service for customer. Services include onboarding(open customer account), complete personal loan, linking ATM card and more

Industry: Banking

Project Team Size: 18(split into 2 scrum teams)

Role(s) Scrum Master

Skill Set Utilized: Delivery management

Responsibilities:

- Manage 2 scrum teams working on the same product using Nexus Framework from inception phase through implementation.
- Developing project schedule, monitoring and update to stakeholders
- Coaching scrum team to be more effective, adopt Spotify Engineering culture
- Working with technical lead to improve engineering practice/process, CI/CD,...
- Working with QA lead to improve testing process, both manual and automation,..

Number of People 18

Managed:

Assignment Duration: 03/2018 - Now

09/2015 – 03/2018

KMS Technology, Ho Chi Minh, Vietnam

Engineering Manager

Project: Shout For Good

Project Description: Shout is a donation platform that help to connect donor, fundraiser and charity together. Shout platform consist of Web, mobile, widget, SMS and Blade product.

Industry: Charity

Project Team Size: 20

Role(s) Engineering Manager

Skill Set Utilized: Project management/Scrum master

Responsibilities:

- Manage 3 scrum teams up to 20 members



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

- Work with PO and BA to define road map, monitor and update progress weekly.
- Work with technical lead to monitor team performance, code quality, etc. to help the team perform better with higher quality
- Coach scrum team to work more efficient and adopt Spotify - Engineering Culture. Also practice Atlassian QAA practice.

Number of People Managed: 7-20
Assignment Duration: 9/2015 - 3/2018

04/2014 – 06/2015

HarveyNash Vietnam, Ho Chi Minh, Vietnam

Project Manager

Project: Bullhorn

Project Description: In this project we use Bullhorn API to develop report system that high level of management can track performance of recruiter in US based team and Vietnam team. The report includes: on-time action report, client analysis report – GP report, KPI report (how many CV is submitted to client), etc.

Industry: Recruitment management

Project Team Size: 4

Role(s) Project Manager

Skill Set Utilized: - Project management(Agile/Kanban)

- Requirement analyze(new requirement/bug)

- Technical support (Asp.net MVC, Web API, Windows Service, EF)

Responsibilities: - Worked with client to analyze requirement/bug and assign to member

- Analyzed new requirement/bug, clarify requirement and suggest new enhancement

- Provided technical support to member

- Ensured stakeholder (Recruitment team, product owner in US) satisfaction

Number of People Managed: 1(at maintenance phase)

Assignment Duration:

6 months

Project ITC

Project Description: Provide technical support and feature enhancement to many clients in the US on their AMS – American Membership Management Software. This system includes: Product management, CRM, Finance, Marketing, Meeting management...and lot more.



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

Industry: Association Management(Personify)
Project Team Size: 9
Role(s) Project Manager
Skill Set Utilized:
- Project management(Agile/Kanban)
- Requirement analyze and design

Responsibilities:
- Ensured quick return to client on high priority tickets
- Provided technical advice/review
- Arranged daily meeting with client to clarify question/concern and biweekly meeting for continuous improvement

Number of People Managed: 5
Assignment Duration: 8 months

Project **CDS Global**
Project Description: Providing technical support and feature enhancement for multiple clients with wide range of technologies and domains. Including eCommerce, media planning, reporting, etc.

Industry: eCommerce + Media Planning
Project Team Size: 7(peak to 17 sometime)
Role(s) Project Manager
Skill Set Utilized:
- Project management using MS Project, Jira
- Requirement analyze and design

Responsibilities:
- Managed a team of 6 members(sometime up to 15) on multiple subprojects
- Provided technical advice/review
- Arranged daily meeting with client to clarify question/concern and biweekly meeting for continuous improvement
- Controlled schedule/budget
- Collected MA data and to measure performance of the team

Number of People Managed: 5(peak to 15 sometime)
Assignment Duration: 14 months

03/2013 – 09/2014

HarveyNash Vietnam, Ho Chi Minh, Vietnam

Project **BCC Advantage**



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

Project Description: Provides agencies and media buying houses with a comprehensive and integrated set of modules covering all aspects of the media process – from planning your campaign, to buying the schedule, reporting internally and to your client, post analysing campaign results, invoicing your client and paying the media.

Industry: Media Booking

Project Team Size: 8

Role(s) Project Leader/Scrum master

Skill Set Utilized: ASP.NET MVC 5, Web API, EF, Autofac, AutoMapper, AngularJS, KnockoutJS, KendoUI, JQuery, MS SQL 2012

Responsibilities:

- Acted as role model member in scrum team
- Supported/coached other member to understand and perform well in scrum team
- Provided technical support, review code to other members
- Suggested idea to improve quality(suggest to the team to have review code activity, performed a presentation/workshop about benefit of code review

Assignment Duration: 17 months

07/2011 – 02/2013

TMA Solutions, Ho Chi Minh, Vietnam

Project Holiday Selection

Project Description: Develop an Agoda-like travel agent website for a Swedish customer.

Industry: Hotel Booking

Project Team Size: 5

Role(s) Project Leader

Skill Set Utilized:

- Technical architect design.
- Project analyzing
- Project planning and management(MS Project)
- ASP.NET MVC 4, MySQL 5.5, Entity Framework, AutoMapper, Log4Net, ELMAH, Autofac

Responsibilities:

- Lead the team of 5 members from beginning of this project, from analyzing to testing phase
- Communicated with client both verbal and non-verbal to analyze requirement
- Designed the architecture of project
- Defined development process in the team

Number of People Managed: 5

Assignment Duration: 7 months



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

Project	Liberty Insurance – Phase 1 (Analyze and Design)
Project Description:	This project has two missions: <ul style="list-style-type: none">- Build up an Application Service system that acts the unified gateway for all services offered by Liberty Insurance Vietnam (LIVN).- Remake a legacy B2B system using latest technologies..
Industry:	Insurance
Project Team Size:	3
Role(s)	Project Leader
Skill Set Utilized:	<ul style="list-style-type: none">- System analyze and design using Pencil app- .NET 4.0, ASP.NET MVC 4, Oracle 10g, Crystal Report 12, MS Unity(CI container)
Responsibilities:	<ul style="list-style-type: none">- Worked onsite with client to analyze and design the system- Worked with other TA at TMA to design architecture of the new system
Number of People Managed:	1
Assignment Duration:	2 months
Project	FCS e-Housekeeping
Project Description:	Enhance an existing hospitality intranet system
Industry:	Hospitality intranet system
Project Team Size:	4
Role(s)	Project Leader
Skill Set Utilized:	<ul style="list-style-type: none">- Project management(Agile/Scrum)- Requirement analyze- ASP.NET 2.0/VB.NET, Telerik Controls, MySQL
Responsibilities:	<ul style="list-style-type: none">- Managed and lead the team to take over existing system from client and implemented new feature as well as fixed bugs- Provided technical advice to other member- Defined development process in the team
Number of People Managed:	3
Assignment Duration:	3 months



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

Project: eHealth Phase 1
Project Description: This project involves in the development of a health-care community site which includes news, forum, EMR, Telemedicine and other health services.
Industry: Health Care
Project Team Size: 6
Role(s) Project Leader
Skill Set Utilized:

- Project management(Agile/Scrum)
- Requirement analyze
- ASP.NET 2.0/VB.NET, Telerik Controls, MySQL

Responsibilities:

- Managed and lead the team to take over existing system from client and implemented new feature as well as fixed bugs
- Provided technical advice to other member
- Defined development process in the team

Number of People Managed: 5
Assignment Duration: 4 months

Project Liberty Financial & Chapel St.
Project Description: Working with a software company in Australia to build two CMS websites, one for Liberty Financial and one other for Chapel St.
Industry: Content management system
Project Team Size: 5
Role(s) Project Leader
Skill Set Utilized:

- Project management(Agile/Scrum)
- LAMP, Joomla 1.7 and WordPress

Responsibilities:

- Worked with client to analyze requirement and to report project status
- Collaborated with other provider in VN to work on this project
- Lead the team to work on 2 projects from design phase to deployment phase

Number of People Managed: 4
Assignment Duration: 5 months

Project Shuster Connect
Project Description: The problem of the customer is that they have a invoice processing system which accept specific XML format to input while there are many systems around that export difference format. ShusterConnect is designed to convert those format to accepted format of Shuster System.
Industry: Retail



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

Project Team Size: 5
Role(s) Developer
Skill Set Utilized: .NET 3.5, ASP.NET MVC 2, Windows Service, SQL Server 2008, Fluent NHibernate, Castle Windsor, AutoMapper, ELMAH, HTML/CSS
Responsibilities:
- Worked with the team to analyze requirement from client
- Implemented features that involve both front end and backend technology
Assignment Duration: 3 months

12/2010 – 03/2011

Pyramid Consulting VN, Ho Chi Minh, Vietnam

Project NXTM
Project Description: It allows band/artist to public their content, fan to connect to get with artist. It is something like a social network for band and artist.
Industry: Social Network
Project Team Size: ~18
Role(s) Developer
Skill Set Utilized: PHP, Symphony, Doctrine, MySQL, jQuery, Web Service
Responsibilities:
- Worked with BA team to get understanding requirement
- Collaborated with HTML team to understand the source code and to integrate with backend code
Assignment Duration: 4 months

09/2006 – 10/2009

TMA Solutions, Ho Chi Minh, Vietnam

Project NGE Program
Project Description: Develop many websites using in-house MVC PHP Framework. Most of those websites are about eCommerce, product and inventory management.
Industry: eCommerce/Inventory Management
Project Team Size: 5
Role(s) Project Leader
Skill Set Utilized:
- Project management using Gantt chart and Redmine
- Interview members to get more resource
- LAMP, PHP, MySQL, Web Service
- Linux server setup and management
Responsibilities:
- Works with team in Australia to get requirement



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

	<ul style="list-style-type: none">- Defined application architecture framework- Built up the server environment- Lead the team, develop multiple website/application for many different clients
Assignment Duration:	17 months
Project	SchoolOutfitters
Project Description:	Is an online shopping cart. It's developed based on OS-Commerce - a PHP open source.
Industry:	eCommerce
Project Team Size:	5
Role(s)	Developer – and more than a year later became Technical Prime
Skill Set Utilized:	LAMP, PHP, MySQL, Web Service, WinForm(for backend system and API)
Responsibilities:	<ul style="list-style-type: none">- Maintained and developed new features for eCommerce website- Researched and consulted new technologies to the team- Sometime moved to .NET team to implement some enhancement(email address detector tool, order synchronization tool)
Assignment Duration:	18 months

Education

- Bachelor of Information Technology, University of Greenwich, Vietnam (July 2011)
- Higher Diploma in Software Engineering(May 2006)

Languages

- English: High Intermediate. Excellent in verbal and non-verbal communication
- Vietnamese: native

Award/ Achievements

- Completed University with Commendation Grade
- Best Performer of Delivery Center at TMA Solution(2007)
- The scholarships of Mekong Delta Aptech (2003)



Full Name Nguyen, Chi Cuong
Email : nccuong1985@gmail.com
Phone : +84 9 07 08 08 06

Work Experience Abroad

- Indonesia - June 2018 and Oct 2018
- Australia - 9/2013 to 09/2013