



NGUYEN HOANG PHUC VINH

Application Consultant – Project Manager – Business Analyst – Product Lead

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Application & Tools

Infor SunSystems, BCC
AdSystem, ReadSoft,
Epicor, SAP
SuccessFactors, Jira,
Bugzilla, ServiceNow,
Axure

Skills

Business Process
Business Analytic
Requirement Analytic
Team leadership
Quality control
UAT
Project management.
Knowledge of OOP, MS
SQL, UML, Agile.

Education

Studying MSc. Business
Information System,
Hochschule Heilbronn
University, Vietnam
2013 – Now

BSc. Management
Information System,
University of Economics
Ho Chi Minh City, Vietnam
2010 - 2012

Professional Profile

I go through the daily operation, existing documentation, conversation with stakeholders to have insight on the current state of organization. I will help company to model and visualize the business process in the most consistent language to be understandable by all of stakeholders. I perform the necessary analytics and research in order to find out the best way to optimize and enhance them in the term of business application, together with clear product roadmap, then resolve the business issue, enhance the product features and maximize the productivity.

Experience

DELFI TECHNOLOGY VIETNAM

Oct 2017 – Current

Product Lead

- Work with Denmark team to collect requirements.
- Define the product roadmap for the for the Warehouse Management System and manage the feature list.
- Analyze the functionality, design mock up and wireframe.
- Help on preparation of marketing material for product
- Produce documentation for functional specification, requirement specification.
- Work with local development team to develop the system.
- First meet new client to gather requirements and inspire them for new project.

SELDAT INC

Apr 2017 – Oct 2017

Senior Business Analyst

- Work closely with Product Owner, Director of IT, Warehouse Operators, Warehouse Staff, Project manager, Technical teams, QC/QA to clarify, analyze the business requirements.
- Play a bridge role between Product Owner and Development team.
- Break down high business requirements into action items
- Provide Mockup design, Functional Requirement, Wireframe for each project.
- Find out new solution to enhance the quality and usability of all web products.
- Keep the closely coordination with software team, QA/QC Team to ensure the requirements are fulfilled;
- In charge of documents writing of User Requirement Specification and Software/System Requirement Specification (URS/ SRS), and Feature List, etc.,
- Support UAT in testing, verifying bugs/issues with Customers.

BRIDGESTONE TIRE SALES VIETNAM LLC

Mar 2016 – Mar 2017

IT Executive – Project Manager

- Manage all business application of company, such as Epicor, SharePoint Portal, SAP SuccessFactors
- Monitor the quality of application and create KPI to tracking Vendor's performance
- Analyses and document requirement from user and provide the suitable solution.
- Suggest and present to board of management for new software solution of company
- Manage application projects of company in term of time, scope and cost as project manager

Achievement

Staff of the month
@Bridgestone Vietnam
July 2016
Team of the month
@Bridgestone Vietnam for
SAP SuccessFactors team
February 2017

- Join regional project to standardize the application system across the region.

PUBLICIS GROUPE - RE: SOURCES DIVISION

Dec 2014 – Feb 2016

Business Application System Administrator

- Manage Asia Pacific region's business application, such as BCC AdSystems, ReadSoft and SharePoint Solution for invoice approval system.
- Defines, analyses and documents all business requirements relate to application
- Manage the queue of issues relate to business application, prioritize and assign issue to team member. Tracking the team performance.
- Monitor vendor's performance to deliver issues resolution against agreed SLA.
- Join project implementation and process improvement initiative align to regional standard

NASHTECH VIETNAM

Jun 2014 – Nov 2014

Support Analyst

- Works with both the onshore and offshore teams to maintain the media system of Interpublic Group through Asia Pacific region.
- Maintains relationships with onshore application team
- Serve as Level 2 application analyst
- Analyze and provide problem resolution affecting applications operations
- Acts as an advisor support to resolve application issues
- Ensures the integrity and reliability of the service restoration meet the SLAs

OPTIMA ENERGY

Sep 2008 – May 2014

Application Consultant (2008 – 2011)

Senior Application Consultant (2012 – May 2014)

- Work on the Infor SunSystems projects.
- Daily receive call from client to resolve the issue of their application system
- Meet client to get requirements and perform demo
- Analyze, document client's requirement and consult for the solution
- Install and configure the system to meet the requirements of clients
- Prepare user guide, train end user to work with the system and conduct UAT session.
- Do and design accounting, financial reports as requirements
- Manage client's master data process and the data integration.
- Study new application solution of company, process the exploration test and give advice for the improvement.