



**DOÃN BÍCH NGỌC**  
**(JADE)**

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Common name: JADE

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Languages: Vietnamese, English

## **Objectives**

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Hold a job position and share experience in technical sales.

## **Main research interests**

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Working on IT technical sales position

Sale and Marketing

Strategy planning

Client relationship management

Business development

Cost and resource optimisation

Project manager

Channel management

## **Professional summary**

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More than 7 years of technical engineer and project management position.

More than 12 years of pre and post-sales support experience in senior technical sales engineer position: support technical solutions, technical management and implementation of projects in the fields of Geospatial, Utilities and Public Safety (Smart city solutions).

## Summary of qualifications

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Strong sales engineering and technology consulting background.

Able to bridge the gap between the technical and non-technical.

Adept at client business and systems analysis and planning.

Outstanding presentation and communication skills.

Software, application and solution skills:

- Spatial management and analysis softwares: ESRI, MapInfo, Global Mapper, QGIS, SuperGeo, Hexagon (Geospatial, Public Safety and Security, Utilities and Communications, Transportation), Emeres's CAD solution
- CAD (Computer-aided design) softwares: AutoCAD, Microstation – Bentley Systems
- Other application softwares: The collection of processing solutions of cadastral map, terrain map from eKGIS company.
- Spatial database formats: Oracle, SQL server, PostgreSQL, Microsoft Access
- 3D model solutions: Hexagon Geomedia 3D, ArcScene 3D, Earthmine 3D, Viasys VDC
- Mobile mapping solutions: Earthmine, Reach U, MapDas, Wonav
- Multimedia design softwares: DreamWeaver, Adobe Illustrator, Macromedia Freehand, Corel Draw, Adobe Photoshop, Adobe Pagemaker, Quark Press, 3D Max, SketchUp
- Structural Engineering Softwares: Sap 2000, Etabs 9.7
- Programming languages: C#, C++, C, JavaScript, VB, VB.NET, VBScript, ASP, SQL
- Operating system softwares: MS-DOS, Windows, Linux
- Office management softwares: Microsoft Office

## Education

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Bachelor of information technology

Civil engineer

## Workshops, seminars, certified training

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- Seminar introduces about the products and solutions of Water Utilities from Bentley Systems ASEAN in Ha Noi, December 2014.
- Mobile training workshop from Geospatial Hexagon Singapore in Singapore, March 2015.  
ASIAN Geospatial Hexagon Roadshow in Ho Chi Minh city, July 2015.
- On-site training and update information about Geospatial products and solutions from Geospatial Hexagon Singapore in HaNoi, April 2016.

- On-site training about CAD system of Public Safety from Public Safety and Security Hexagon Singapore in Ho Chi Minh city, August 2016.
- On-site training and update information about the products and solutions of Utilities (telecommunications) and Communication from Hexagon Singapore in HaNoi, December 2016.
- On-site training about CAD system of Public Safety from Emeres Canada in Ho Chi Minh city, January 2018.
- Luciad solution training – Hexagon Asia Pacific User Conference in Ho Chi Minh city, April 2019.
- Pre sale training – Hexagon Asia Pacific User Conference in Ho Chi Minh city, April 2019.
- Sales academy webinar – Hexagon Geospatial, May 2019.

## Highlights

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Solution expert with extensive knowledge of current advanced and development trends about technical and technologies. Having a background in management, organization and planning, with solid knowledge, skills and ability to work in high pressure work environments. In addition, the ability to communicate, negotiate and build intimate relationships in work with partners and customers is also a strong point.

## Achievements

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Certificate of Merit for the excellent completion of the project "Building geodatabase of topography of HCMC area" from Ministry of Natural Resources and Environment.

## Work experiences

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### CESC company, Thao Dien ward, district 2, HCMC

9/2001 – 9/2007	<ul style="list-style-type: none"> <li>• Position held: development engineer, data processing engineer, project implementation engineer, application engineer and project manager.</li> <li>• Name of the projects: <ul style="list-style-type: none"> <li>- Programming: Contract and Planning Management software, CESC website.</li> <li>- Establish land information management project of Long An province.</li> <li>- Processing of cadastral, topographic and thematic maps in Ho Chi Minh city and Dak Lak province.</li> <li>- Building geodatabase of topographic of Ho Chi Minh city.</li> <li>- Telecommunication Facilities Management System of HCMC Post and Telecommunication.</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>- Design and building the geographic information system to manage geometry, resources and environment information of Phu Quoc island, Kien Giang province.</li> <li>- Building GIS web portal about land information system in Binh An ward, 2nd district, Ho Chi Minh city.</li> <li>- Equipping the base map of the area Tan Binh Branch and Cho Lon Branch Telephone company of West, data update to December 2005.</li> <li>• Activities performed: <ul style="list-style-type: none"> <li>- Programming software development, applications.</li> <li>- Build, design and handle user database.</li> <li>- Organize, manage and plan the project implementation.</li> <li>- Responsible for handling technical issues.</li> <li>- Leading, support team and colleagues to implement the project.</li> </ul> </li> <li>• Customers: <ul style="list-style-type: none"> <li>- CESC company.</li> <li>- Department of Natural Resources and Environment of Long An province.</li> <li>- Ministry of Natural Resources and Environment of VietNam and Department of Natural Resources and Environment of Dak Lak province.</li> <li>- Ministry of Natural Resources and Environment of VietNam.</li> <li>- HCMC Post and Telecommunication.</li> <li>- Binh An ward People's Committee.</li> <li>- West Ho Chi Minh Telecommunication Company.</li> </ul> </li> </ul>
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### **VietGlobe Investment Joint Stock Company**

8/2007 – 9/2013	<ul style="list-style-type: none"> <li>• Position held: data processing engineer, project implementation engineer, application engineer and project manager, solution support engineer, technical sales support.</li> <li>• Name of the projects: <ul style="list-style-type: none"> <li>- Telecommunication Facilities Management System of HCMC Post and Telecommunication.</li> <li>- GIS application for management and planning to maintenance, upgrade and building new transport infrastructure in District 1.</li> <li>- Building geodatabase of trees infrastructure in the district 3, 5, 10, 11 in HCM city.</li> <li>- Updating the base map of Ho Chi Minh city for TFMS system of HCM Post &amp; Telecommunication.</li> <li>- Training using, operating TFMS system to updating, utilizing and printing telecom infrastructure data.</li> <li>- Building 3D city model for urban management and planning from HCMC</li> </ul> </li> </ul>
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	<p>LiDAR data.</p> <ul style="list-style-type: none"> <li>- Building 3D model on level LoD1, LoD2 of HCMC LiDAR data.</li> <li>- Training using building reconstruction software for building 3D model on level LoD1, LoD2.</li> <li>- Operation support, maintenance TFMS system of HCMC Post &amp; Telecommunication.</li> </ul> <ul style="list-style-type: none"> <li>• Activities performed: <ul style="list-style-type: none"> <li>- Build, design and handle user database.</li> <li>- Organize, manage and plan the project implementation.</li> <li>- Responsible for handling technical issues.</li> <li>- Leading, support team and colleagues to implement the project.</li> <li>- Perform product demonstrations and giving on-site training and support.</li> <li>- Provide products, technical services and engineering information by answering questions and requests.</li> <li>- Maintain relationships with long-term customers and seeking, building sales relationships with new customers.</li> <li>- Support sales director.</li> </ul> </li> <li>• Customers: <ul style="list-style-type: none"> <li>- HCMC Post and Telecommunication.</li> <li>- Urban Transport Management department No.1 of Ho Chi Minh city.</li> <li>- HCMC Department of science and Technology.</li> </ul> </li> </ul>
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### **True Technology Co.Ltd**

10/2013 – now	<ul style="list-style-type: none"> <li>• Position held: application and solution support engineer, senior technical sales support.</li> <li>• Name of the projects: <ul style="list-style-type: none"> <li>- Establishment of the traffic infrastructure management data for Vo Van Kiet - Mai Chi Tho avenue (Managed by Saigon River Tunnel Management Center) and other areas of HCM city based on Lidar and Earthmine technologies. GIS application for management and planning to maintenance, upgrade and building new transport infrastructure in District 1 (September 2013).</li> <li>- Implementation of the history information management project of oil, gas pipeline and thematic reports with Science Research &amp; Engineering institute - VietsovPetro - Vung Tau city (November 2014).</li> <li>- The project of supply address points for Google company (May 2015).</li> <li>- The investment project of upgrading and renovating Nguyen Hue street (from Le Loi street to Bach Dang park) - Nguyen Hue pedestrian street (April 2015).</li> </ul> </li> </ul>
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- Support to operating the automatic control system Nguyen Hue street (from Le Loi street to Bach Dang park) (December 2016 - November 2019).
- Project on building Phu Quoc smart city, Kien Giang province (phase 1, 2016-2020) (August 2017).
- Command and CCTV center of Go Vap District police - HCMC (March 2018).
- Support to operating the the command and CCTV center of GoVap District police - HCMC (January 2019 - until now).
- Implementation of the piloting project, the center of receiving and dispatching to handle the fire protection responses of Vung Tau city, Ba Ria - Vung Tau province (March 2017).
- Implementation the piloting project, the center of receiving and dispatching to handle the security and public safety responses of Lao Cai province (May 2019).
- The project of digitize the data of traffic signs in HCMC area (March 2018)
- Strengthen warrant of traffic safety in front of the entrance gates of HCM City Hall (March 2020 - until now).
- Activities performed:
  - Build, design and handle user database.
  - Organize, manage and plan the project implementation.
  - Responsible for handling technical issues.
  - Leading, support team and colleagues to implement the project.
  - Perform product demonstrations and giving on-site training and support.
  - Provide technical knowledge as and when required by colleagues, partners, and clients.
  - Provide pre / post-sales technical support.
  - Install, configure, customize, and integrate applications.
  - Build and configure physical infrastructure solution and systems.
  - Support, collaborate with sales, service, engineering, and technical support resources process by translating client business requirements into specific solution architecture and design to ensure proposed deals included technical solutions that accurately addressed customer needs.
  - Prepare solution presentations, technical information and present, consultant to customers on services, products, architecture, and other operations.
  - Provide support and consultant services.
  - Give clients support during all stages of a sale.
  - Create custom demonstrations based on client systems and requirements.
  - Assist walk-in customers to find what they are looking for.
  - Resolve customers with technical product information.
  - Advise customers when they are making solution decisions.

	<ul style="list-style-type: none"> <li>- Write up email proposals.</li> <li>- Respond to pricing inquiries.</li> <li>- Support service sales to provide the bidding file both Technical and Commercials Project Management.</li> <li>- Maintain, grow and work closely with existing business relationships, long-term customers and partners, and seeking, building sales relationships with new customers.</li> <li>- Support sales director.</li> <li>• Customers: <ul style="list-style-type: none"> <li>- Sai Gon River Tunnel Management center.</li> <li>- Science Research &amp; Engineering institute - VietsovPetro - Vung Tau city.</li> <li>- Google company.</li> <li>- Urban Transport Management department No.1 – HCMC Department of Transportation.</li> <li>- Management board of memorial park, monument of President Ho Chi Minh and Nguyen Hue street.</li> <li>- People’s committee of Phu Quoc island district, Kien Giang province.</li> <li>- Go Vap district Department of Police, Ho Chi Minh city.</li> <li>- Fire protection police station of Vung Tau city.</li> <li>- Lao Cai province Department of Information and Communications.</li> <li>- Ho Chi Minh City People's Committee.</li> </ul> </li> </ul>
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## Hobbies and Interests

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- Activities (Cooking, Gardening) – sometimes cook at home.
- Individual Sports (Walking, gym) - most of days in week (Swimming, Dancing) – occasionally on the weekend.
- Tech Hobbies (Computing, Science, Technical, New Technology) – Strongly interested in learning about the current and development trends of modern science and technology.
- On the other hand, there is also great interested in the fields of art, painting, architecture and construction.

**I declare correct and true all information provided in this CV.**

**References available upon request**

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