

Thanh Pham Ngoc

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Education

HUNG VUONG University

Bachelors of Computer Science

1997 – 2003

Technical skills

- Database: Oracle (9i, 10g, 11g), SAP Sybase ASE (15.0), MSSQL ('00', '08R2', '12','14','16','17')
- ERP Management: Microsoft Dynamics AX 2012 R3, Oracle EBS ('11','12'), SAP ECC 6
- Operating System: Linux, Windows (NT,'00','03','08','12R2','16')
- DB Utilities: Toad, SSMS, SSIS, SSRS, SAP Brtools.
- Virtualization: VMWare, Hyper-V, Oracle Virtual Box
- Server: HPE, IBM, Fujitsu, Dell, Lenovo, SuperMicro
- SAN: IBM (V7000, FS9100), HPE (3PAR, Nimble, Primera)
- Jobs Scheduler: CRONTAB, TASK SCHEDULAR
- Management Tools: Nagios, Cacti, Solarwin, Splunk, Syslog.
- Cloud: Microsoft Azure, AWS EC2

Professional Experience

Saigon Trading Group

IT Team Leader

September 2014 – Present

- Lead a team of 4 people to managed and operated IT Infrastructure.
- Supported, installated, operated and improved of several business critical applications, specifically MS Dynamics AX 2012 R3 for Retail Industry.
- Improved the ERP system performance of straight-through processing by tunning database applications.
- Managed up to 8 IT System Intergration Projects.
- Increased Microsoft License compliance by 50% in 2017, 65% in 2019 and plan 85% in 2020
- Reduced number of major incidents by 27% through problem management.
- Deployed Mobile Loyalty Application on Microsoft Azure.
- Planned to migrate Exchange Mail Server to Exchange Online.
- Investing IT projects by Government Policy.
- Report to Director.

Teamwork Management Vietnam

SAP Administrator

August 2013 – September 2014

- Configuring, monitoring, tuning, and troubleshooting the SAP technical environment on an ongoing basis as well as scheduling and executing the SAP transport system.

ERP – FPT Information System

Team leader Technology Consulting

September 2006 – August 2013

- Lead a team of 6 people to managed, operated and implemented ERP projects.
- Managed IT resources to give local projects and researched new features.
- Installing, configuring, upgrading, administrating, monitoring, and troubleshooting the entire **Oracle EBS** system.
- Configuring, monitoring, tuning, and troubleshooting the **SAP** technical environment on an ongoing basis as well as scheduling and executing the SAP transport system.
- Made decision new technologies to new ERP projects.
- Report to Director.

Savimex Corporation

IT Specialist

January 2001 – September 2006

- Researched and implemented Active Directory 2003 to Head Office.
- Built Exchange Mail Server to Head Office and 4 branches.
- Troubleshooting printer and computer to end users.
- Tested SMB ERP from IFC-MPDF.

Certifications

- Course AZ-103T00-A: Microsoft Azure Administrator October 2019
- VMware vSphere v6.5: Install, Configure, Manage December 2017
- Querying Microsoft SQL Server 2014 October 2017
- IT Management Skills (ITMS) September 2017
- ITIL Foundation 2011 May 2015
- FPT – MiniMBA February 2013
- Oracle Database 10g (OCP) June 2012
- Linux Professional Institute 1 February 2010
- Microsoft Certified Systems Engineer 2003 January 2010