



LAM TRI NHAN (NICK)

IT MANAGER

PROFILE

- 10 years' experience as roles of IT Manager for 5-star hotels
- Improve and developing for new POS for Pizza Hut Vietnam
- Completed to opening more 30 stores of Pizza Hut in Vietnam
- Supporting, maintaining for 139 stores of Pizza Hut in Vietnam
- Completed Robotic project for all stores of Pizza Hut in Ho Chi Minh City
- Completed 10 Workflows automation and approval process system
- Completed DLP project for Pizza Hut Vietnam
- Pre-opening 5-star hotel in Ho Chi Minh City
- Building and maintaining 3 server rooms of 3 companies
- Building, project and working with all vendor for Finance, S&M, HR Department (Opera, Cadena, Sun, Material Control, Managed Engine,)
- Manager of the month in 2014, 2015
- Manager of the year in 2019
- Reward to opening new office and stores in 2023
- Completed all learning session of IHG Group

WORK EXPERIENCE

Sep 2022 to May 2024:

Assistant IT Manager – Pizza Hut Vietnam

Responsible Business:

Suggestion / recommendation for Head of IT on new solution, system that will provide more benefits for company as such increase more sales or improve on security area. Development or optimization system / interface reduce workload of team, more accurate in data and reduce operation cost as well.

Work with related departments, vendors and JRG IT to implement IT / Digital system and follow up group roadmap.

Build team capabilities for strong support for business growth.

Planning, project, development and operating all Digital Workflows, control and manage Asset management & IT Governance for Pizza-Hut Office & all stores

Following all Stores and E-commerce, Customer Center (Hotline, Operator): Opening and maintaining all Pizza Hut restaurants (139 stores) and report Website

Planning and Managed Budget for Digital Technology System team Leader and Trainer for IT Support team.

Following and working with Global Group for Global rules and cyber security policies.

Report to Director of IT correctly and Provide suggestions to management to promote correct decision making.

Oct 2018 to Sep 2022:

Information Technology Manager

(Pre-Opening) Holiday Inn & Suites Saigon Airport

Responsible Business:

Monitors the performance of the software and maintains a logged performance report e.g., through systems measurement facility/utility, error and integrity check reports, system malfunction and solutions

Manages the configuration reports, job control languages, program files and data files on the computer system(s) to ensure maximum operating efficiency

Installs and tests corporate approved program changes to the hotel computer system(s)

Establishes documents, test and communicates appropriate disaster recovery emergency procedures to follow when the hotel computer system(s) are inoperable

Ensures that all computer media saves, and back-ups are completed, documented, and stored per IHG specifications

Controls the key/lock for computer room and ensures that the computer room fire protection, temperature control, and power

CONTACT

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EDUCATION

**Ho Chi Minh City University of Technology,
Ho Chi Minh City**
Computer Network

Ly Tu Trong Technical College, Ho Chi Minh City
Computer Network

REFERENCES

**Mr. Nguyễn Thanh Nhã - Director of IT
Pizza Hut Vietnam**
Phone: 0913731983
Email: nha.nguyen@jrgvn.com

**Ms. Phan Thị Ngọc Bích - Director of HR
Holiday Inn & Suites Saigon Airport**
Phone: 093 822 3068
Email: phanthingoc.bich@ihg.com

**Ms. Lê Thị Đức - Director of HR
Eastin Grand Hotel Saigon**
Phone: 090 384 9922
Email: hrd@eastingrandsaigon.com

SKILL

Port experience:

Port applications as N4, Sparcs, ICAM, Access Control, CCTV, Queuing system, Helpdesk Inventory (Service Desk System), Anti-Spam Filter (Message Labs), SCCM, SharePoint Portal, Radio Motorola CPS (WKTks), EBS, Avalanche (Handheld), ERP, Avaya PABX G450.

Media & Entertainment experience:

Film management as Vista application, Navision and Jet report for Finance.

Hotel experience:

- Network infrastructure: Cisco, Nortel, Aruba
- Hotel PMS: Opera
- Hotel POS: Micros, Infrasy, Symphony, Pointsoft
- Hotel Accounting System: Sun System
- Hotel Purchase Software: Material Control

requirements meet the IHG security specification as described in the IHG security system

Maintains technical and user documentation, systems report, newsletters, and announcements in a neat, orderly, and secure fashion

Completes and distributes activity reports, program trouble reports, and enhancement list

By subscribing to periodicals and attending seminars, workshops or conferences held by IHG, computer companies or vendors, keeps informed of the latest and updated changes, enhancements and developments of IHG-approved systems and technology that may contribute to improve hotel efficiency, including, but not limited to:

Front Office and Accounts Receivable PMS, Back Office Accounting Systems, POS, Concerto, GRS and IHG Rewards Club related platforms and databases

Internal and External E-Mail / Fax / Scanner software and communication tools, Guest and Administration Voicemail and Call Accounting

Computer Virus protection and Hotel IT Security and Firewalls

Apr 2015 to Sep 2018: Information Technology Manager Eastin Grand Hotel Saigon

Responsible Business:

Change all Opera system to Comanche PMS system

Change all Micros system to Comanche POS system

Report to Director of Finance, General Manager

Demonstrated ability to interact with customers, employees and third parties that reflects highly on the hotel, the brand, and the Company

Working knowledge of networks and operating systems and database

Good team player, proactive, self-motivated, responsible, hardworking, and able to work under pressure

Strong analytical and problem-solving skills

Jan 2014 to Apr 2015: Information Technology Manager Moevenpick Hotel Saigon

Following Moevenpick's standard take a main responsible to ensure hotel's systems running stable, support, training, deploy as required.

May 2011 to Dec 2013: Assistant Information Technology Manager Moevenpick Hotel Saigon

- Hotel Human Resource Software: Cadena
- Engineering System: Dynawin System / ESCAP Engineering
- Hotel PABX: Alcatel / Siemens Unify
- Operator System: FCS
- Keycard System: Kaba System/ B-Tech System
- High speed internet access: Antlabs gateway using Motorola A.P / Cisco Meraki
- Vision Opera, Vision Sun system
- Reservation System: Synxis, Serenata, Concerto system
- Backup Solution: Symantec, Veam Backup
- Mail Server: MDemon / Office 365
- IPTV: Elcom
- AV System
 - Interface System: PAPX, Internet, Keycard, HRM Software, PMS, POS, - Reservation System, Sun System, Material Control, Comanche

OS experience:

Linux / Novell Netware / Windows platforms (2000, XP, Windows server 2003, Windows Server 2008, Windows 7, Windows 8, Windows 11, Windows 10, Windows Server 2012, Windows Server 2016, Windows Server 2019, Windows Server 2022)

Database experience:

Microsoft SQL Server, Microsoft Access, My SQL, Oracle.

Programming experience:

C, C++, ASP, VB.

Software & Application experience:

Corel Draw, Photoshop, Dreamweaver, Crystal Report, Symantec ACT, MS Office, MS Visio, MS Project, VMWare, Manage Engine

Mail experience:

VPOP3, MDAemon, Microsoft Exchange, exchange POP3, Lotus Notes.

Antivirus experience:

Crowd strike, Symantec Endpoint, Trend Micro Office scan, Kaspersky, McAfee, Avast.

Antispam experience:

Message Lab, Cyber Roam.

VPN experience:

Check Point Secure Remote VPN, Cisco VPN, Windows VPN.

Cloud experience:

Microsoft, Apple, HP, Google.

Language proficiencies:

Proficient in written and oral English.

Personality:

Analytical and structured thinking. Meticulous and methodical work habits. Patience and persistent.

Design and set up office networks and guest networks such as routers and switches cisco, file-wall Juniper, file server, antivirus....

Manage Cisco router, firewall Juniper, file server...

Troubleshoot system and network problems and diagnose hardware and software faults.

Control and maintain Opera server, File server, Materials control, internet metering gateway system, Opera system.

Manage PAPX system and telephone cabling

Implement Domain Controller, DHCP, DNS, Database Server, Mail Exchange, Symantec Antivirus.

Support Guests to use internet.

2010 to Apr 2011:

Customer Services Engineer - GTek Company

Technical support to:

- Moevenpick Hotel Saigon
- City View Apartment
- National University House

Main responsible to setup, maintenance & support all customers and ensure the systems always in stable running.

Design Network infrastructure

Operation System: Window Server 2k3, 2k8, Window7, XP

Wi-Fi System: Motorola; HP

Hardware technician and Software technician

Monitor and maintain IT system infrastructure

Prepare reports as required