



DO NAM PHONG (Mr.)

BFSI Manager cum IT Project Manager

13 years of experience in banking/finance domain

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## Summary

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Mr.Phong has 13 years of experience in banking/finance domain

- Deep knowledge on Core Banking solution, CRM solution, LOS solution, Mobile app solution for sale force and collection accordingly
  - Core Product: Flexcube CBS, Finacle CBS
  - Core features: Customer, CASA-Deposit, RT, Lending, GL, FT, Payment, FX, MM, LC,BC, Swift, Invoice,..etc
  - Card features: Card management, Card integration
  - Other: ISO 8583, ebanking integration.
  - CRM features: Customer Segment ( Personal, SME, Bank.), CIF-Bio, Customer 360 degree, Prospecty, Telesales, Inbound/Outbound, Email, Call-center, UWQ, Marketing campaign, Customer Needs, Lead generation, Application management.
  - ERP Oracle e-Business suite: module includes: AP, FA, GL, Product portfolio, Supplier, Inventory, Sale Distribution, Order management, HR management..etc
  - LOS features: Customer –Bio, Product definition, Rule definition, Quick Data entry, Dedupe, Limit check, Rule engine, Policy check, Pre-scoring, Referral, Verification, Disbursement, Integration...etc
  - Mobile App solution for sale: Field force for Sale, Collection: Allocation, GPS tracking, routing plan, data capture, trails data synched up, fake, detect fraud.
  - Robo-Lending: Lead data clean up, data entry process, dedupe data checking, pre-scoring checking, policy checking, rule engine, workflow engine, disbursement process, collection process..

- Previous experience include: software development, business analysis, business process design, model architecture, integration and testing.
- Intensive experience of business and technical analysis (requirement collection, gap analysis, SIT, UAT, Golive, Post Golive)
- Advanced English speaker

## Skills set

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- Systems: Linux, UX, Windows Server.
- Databases: Oracle, Postgres, Mysql, SQL Server.
- Program Languages: PL/SQL, C++, C#, J2EE
- Tools IDE: Eclipse, Seam, Spring, Oracle Sql Developer, Toad, Data Modeler.
- Data integration: Pentao-Kettle, TOS - Talend Suite.
- BPM, Model design tool: Paradigm, Enterprise architecture
- Web server: Tomcat, Jboss, WebSphere, WebLogic...
- Report BI: Oracle Form & Report, Pentaho BI, Jasper, BIRST, Crystal Report.

## Trainings & Certifications

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- Completed Oracle database Administrator 11gR2 course at Oracle University.
- Completed OCA-OCP at University of Natural and Scientist and SaigonCTT at local
- Completed life skill courses at PACE: time management, solving skill, stakeholder management skill.
- Certifications: OCA – OCP, Oracle certificate on Database Administrator 11R2
- Finacle Fundamental: Infosys campus

## Education

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Software Engineering of Natural and Scientist University.

## Languages

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**English**      Fluent

## Accomplishment

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### Amaris: since 08.2018 – Present: BFSI Manager

- In charge and take main responsibility to make plan, mentor and handle team in whole Amaris business in banking finance services.
- Manage PnL, budget, Resource/stakeholders and timeline, risk.

### Amaris – Principal Consultant cum IT Project Manager Dec-2016 [1.5 year]-06.2018

- Manage Requirement, resource, timeline, stakeholders, SOW.. make sure software services deliver on time.
- Risk management and avoid/reduce minimum damage with proper time/cost.
- Work closely with BA team, Business team, Development team: take and gather requirements, analysis gap if any and provide solution, plan, timeline for those on mobility cluster.
- Work closely with vendors and stakeholders: build SOW and plan and timeline to delivery outcome for business team via handover UAT for testing and sign-off, release pilot environment and production movement.
- Ensure all aspect of projects must be handled and delivery timely. Currently, the projects went live phrase 1,2 and continue doing enhancements and integration with legacy system base on project demand, as of now progress in-progress as schedule planned.

### Sector: Mobility, GWT payment integration in online payment features, core lending

### Local partner of Infosys Jan-2016 – Dec 2016 [1 year]

#### Title: Functional & Technical Analysis of local partner vs Infosys.

- Work as business and technical analysis to support to Infosys team to convey the functionality and technical for our clients includes: Gap analysis, DRG, MRD relate to modules such as: CIF, CRM, Deposit, Loan, Payment, Treasury, Interface, Migration...
- Do parameterization for BPD stage and setup UAQ, UAT environment.
- Besides, take over and work like principal consultant in clarification more and more about business perspective at local banking market and help to Infosys team to meet rather quickly, exactly base on the requirements of our customer also and reduce disadvantage impact to timeline each of track and cost time and resource in the best situation possible.
- Currently, the projects on going as schedule planned.

### Sector: CBS solution, model architecture, system sizing, integration.

## FCUBS Core banking - NamA Bank

2014 – 2016 [2 years]

### Title: Core banking (CBS) Tech Lead

- Manage team, take care vendor relationship, manage resource and manage target.
- Ensure proper performance and monitoring Flexcube Corebanking (FCUBS) system run smoothly and reduce maximum incurring issues.
- Support entire operation business daily of bank regard to FCUBS.
- Manage integration between core bank and another legacy system: ATM, Card, eBanking, SBV..
- Plan to built-in proper product and services to meet business required.
- Assign resource and performance according to plan and supervise and manage progress.
- Review/Approve change before apply to production in authority.
- Report directly to manager/IT Director.

## Mekong Development Bank

2012 – 2014 [2 years]

### Title: Principal Technical Analysis

- Manage and teamwork in whole operation in CRM Application base on Oracle E-Business Suite on R12 version.
- Support and consult the comprehensive functional, technical for CRM application point on Oracle e-Business suite and Call Center at MDB with integration and interaction between Oracle and Cisco.
- Support AP, FA, GL modules on Oracle e-Business suite.
- To coordinate with other system owner to trouble shoot issue relate to interface.
- Manage integration between CRM system and another legacy system: Core bank, LOS, Card
- Report to IT Manager.

## FCUBS Core banking - DongA Bank

2006 – 2012 [6 years]

### Title: Senior Technical Flexcube

- Join to deploy and implement Flexcube core banking system.
- Maintain and develop new products, services of almost various modules in core system: Loan, CASA-Deposit, IC, Payments, FX, FT, Accounting entries, GL, LCBC, Swift, Report, EOD...
- Manage Card system: Integration, card management..
- Manage integration between core bank and another legacy system: Card, Internet banking, Payment, Citad, IBPS, SBV..
- Customize and to develop the enhancements from various modules as listed above in Flexcube core banking system.
- Manage performance about transactions operation on daily.
- Analyse and fix to bugs and propose appropriate patch/correct it. Trouble shooting issues in Core system.
- Consult functional and technical regarding to Flexcube core banking.
- Manage Plan and reconcile/coordinate resources to carry out and complete targets.
- Report to Core bank manager.

## Achievement

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1. DongA Bank:

- Work as member of new corebanking project and deploy and implement successfully in Flexcube core banking v5.5 on time 2006.
- Key person in develop and launching new payment ( internal, inter bank)
- Make sure core banking run normally and effectively for bank business operation.
- Work as Principal Technical in Core banking, Card, Ebanking cluster.

#### 2. MeKong Development Bank:

- Work as principal member of interface and integration project of new E-Banking and CRM, did implement successfully on time in 2012.
- Key in supervising and make sure ERP system - Oracle E-Business suite run smoothly and effectively for bank business operation.
- Build up ODS and business reports.

#### 3. NamA Bank:

- Deploy and implement successfully in launching Saving Online service and bring effective business in saving cost and we also get award get highly appreciate from BOD/CIO/Head of retail.
- Research/Built-in more API for gateway in payment online/Billing.
- Make sure core banking run normally and effectively for bank business operation.
- Build a partial and support Branch teller application.

#### 4. Local partner of Infosys:

- Completed almost work units take over regarding to functional and technical of core banking project as schedule plan.
- Work closely and getting appreciate from InfoSys vendor.

#### 5. Amaris

- Mobile application for customer, sale force, collection, payment.
- Consult the digital banking project for our client in HCM.
- Make plan, analyse markets, our SWOT, and mentor team members and carry out along with team project at almost clients side regard to banking finance domain.
- Apply balance score card for our plan in short term, long term.