

RESUME

A. Personal Information:

- ✚ Full name: KHOA TRAN
- ✚ Birthday: 25/04/1981
- ✚ Gender: Male
- ✚ Nationality: Vietnamese
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- ✚ Hand phone: +84 908 55 00 79
- ✚ Interests: reading, tourist and travelling
- ✚ Summary professional work experiences
 - ✓ 2017-now: R&D Manager/Senior Product Manager at FPT Information System
 - ✓ 2016-2017: Retail Product Manager at Mobifone Plus JSC
 - ✓ 2011 - 2015: Senior Product Manager/Solutions Innovation Head at FPT Software
 - ✓ 2009 - 2010: Senior Project Manager/Business Unit Head at FPT Software
 - ✓ 2007 - 2008: Project Manager at FPT Software
 - ✓ 2006 - 2007: Technical Leader at FPT Software
 - ✓ 2003 – 2005: Senior developer at FPT Software
- ✚ Managed team size: 25-50 people
- ✚ Professional Certification

| <i>Issued Time</i> | <i>Certificate Name</i> | <i>Issued By</i> |
|--------------------|------------------------------------|------------------|
| 2015 | AIPMM Membership (Product Manager) | AIPMM.com |

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|-------------|--|------------------------------|
| 2014 | PMI-Agile Certified Practitioner (PMI-ACP) | PMI.org |
| | Professional Scrum Master (PSM-I) | SCRUM.org |
| 2013 | Internal Control | FMIT |
| 2011 | MiniMBA-Year 1 | HSB |
| | Communication Assertiveness and negotiation skills | G&H |
| 2009 | Business Management | VJCC-HCM |
| 2007 | Interviewing Skills | Pioneer School of Management |
| | ERP - Solomon Installation & Configuration | Microsoft |
| | ERP - Solomon Customization Manager | Microsoft |
| | FPT Management System | FPT |
| 2005 | Team Management | OCD |
| 2003 | Bachelor of IT | HCM National University |

B. Detail Experiences:

1. 2017-Now: Senior Product Manager at FPT Information System

🚦 Job Description:

- To be in charge of product roadmap & budget planning
- Manage product backlog & prioritization
- Be responsible for pre-sales activities
- Manage team to develop & release products to achieve the approved roadmap

🚦 Products: Chatbot AI & enterprise mobility

🚦 Key Achievement:

- Deliver the mobility for Quang Ninh government

🚦 Key Skills:

- Planning, Presentation, Communication, problem solving
- PMP, PMI-ACP
- Agile & Scrum
- Jira, confluence, Trello, SVN & github
- CMMI, software development lifecycle

🚦 Technology: AngularJS, ionic, Mongo DB, Node JS, Azure Cloud

2. 2015 – 2016: Product Manager at Mobifone Plus


🚦 Job Description:

- Set objectives and strategies for the company software developments
- Manage product backlog & prioritization
- Manage all communication channels with business team and 3rd parties for related requests
- Communicate with stakeholders to facilitate & analyze the problems, needs/ new requirements and business goals
- Design and customize technological systems and platforms to improve customer experience


- Act as scrum master to manage development sprints from end-to-end, coaching team members, remove impediments and drive team objectives to business objectives
- Continuous improve the methodologies to increase productivities and deliver high quality products.
- Direct manage software development for 3 product lines: Core retail (web platform), mobi-sales (Android & iOS platform), mobiStore.vn (eCommerce)
- Setup and operate the IT support centers for nationwide users

 Key Achievement:

- Setup software development department to develop all business applications and management application smoothly
- Successfully implementing core retail and eCommerce solutions for 100 stores and 2 business centers
- Successfully launching BI P&L Analysis for retail business
- Zero critical issues during 24x7 support for 250+ key users at 100 stores, sales & marketing, category managements, accountant, warehouses in nationwide

 Key Skills:

- Planning, Presentation, Communication, problem solving
- PMP, PMI-ACP
- Agile & Scrum
- Jira, confluence, Trello, SVN & github
- CMMI, software development lifecycle

 Technology: AngularJS, ionic, SQL Server, Microsoft Studio.Net, Data warehouse & BI, Integration, NOP Commerce, Talent

3. 2011 – 2015: FSU Vice-Director at FPT Software


 Job Description:

- Product Innovation & Development


- Lead R&D department to innovate DMS product roadmap
- Fully responsibilities of DMS product lines development
- Work with external departments (marketing & sales, delivery, consultant, call centers) to accelerate the product roadmap strategy, pricing and sales readiness
- Release planning and management
- UX design for mobility products
- PreSales Consultant Head
 - Consult business processes and gap analysis
 - Coach team to Analyze DMS customer requirements
 - Developing and mapping to technical solutions
 - Solution Bidding from new prospects

 Key Achievement:

- SaoKhue-5-Star 2014
- Launched successful products to markets: DMS Solid, eMobiz, DMS BI, Field Sales Gamification, Customer business portal

 Key Skills:

- Business Analyst (BABOK standard): user story requirements accelerate & analysis, URS documentation, requirement management, requirement priority, ...
- Presentation, Communication between multi-stakeholders
- Project Management with Agile & Scrum methodology
- Mobility UX design

 Technology: HTML5, Sencha Touch, Phonegap, SQL, Microsoft Studio.Net

 Customers: Unilever, Pepsi, Kinh Do, DHG Phamarcy, IBTC, BP Castrol

4. 2009 - 2010: Senior Project Manager/Business Unit Head

 Job Description:

- Fully responsible for managing project rank A as well as managing multiple projects rank B/C parallel
- Strong experiences in project management processes: planning, WBS, estimation, risk management, project monitoring and control, requirement management, communication, quality management, change management. Special in cost management, procurement, human resource management
- Training for project managers

 Key Project Information: DMS Connect

- All Unilever Distributors of countries in APAC have been implemented local Distribution management system (DMS). And Regional Unilever had requirement to standardize DMS data in Unilever ERP at Regional level. DMS Connect was developed as the key link connecting local Distribution management system (DMS) of many countries to Regional Unilever. DMS Connect is used as a data interchange between Unilever and Distributors. It validates and caters to all information flow from Unilever to Distributors and the reverse flow of information on Distributor stocks, secondary sales and other information to Unilever for replenishment and reporting analysis in SAP at Unilever Headquarter.
- Scope:
 - Organize and conduct requirement workshop for key users in Asia Pacific Countries
 - Follow the software process to develop software package, including analysis, design, coding, testing, deployment
 - Rollout for 9 countries: Vietnam, Malaysia, Singapore, Indonesia, Thailand, Hong Kong, Taiwan, Philippines and ANZ
 - Maintenance software after rollout
 - Call Center support for end-users
- Team Building achievements:
 - Training and coaching for 1 project manager to promote to next level successfully

- Training and coaching for 4 business analyst to promote to next level successfully
- Team size: 30 people in average

✚ Key Skills:

- Project planning, WBS, estimation, risk management, project monitoring and control, requirement management, communication, quality management, change management, cost management, procurement, human resource management
- Training and coaching
- Presentation, Communication between multi-stakeholders
- Database design

✚ Technology: C#, SQL Server, SIIS, Dotnetnuke, ERP (SAP, Solomon, Navision), BI data warehouse design

5. 2007 - 2008: Project Manager

✚ Job Description:

- Fully responsible for managing project rank B or multiple projects rank C parallel
- Good at project management processes: planning, WBS, estimation, risk management, project monitoring and control, requirement management, communication, quality management, change management, effort control
- Training for associate project managers

✚ Typical Project Information (Implement DMS and eMobiz for customer)

- Vinamilk is managing 120 distributors manually. They faced many business challenges such as:
 - The sales figures are not visible on-time for making decision. It takes around 1 week for them to collect the sales data.
 - The sales data is not correct for analysis and making decision
 - Can't control promotion at the outlet level, company lost during promotion execution


- So our project objectives are resolved the business challenges with distribution solution management (DMS) and eMobiz solutions. This solution is developed based on the ERP Solomon as core application and eMobiz as mobility application for sales person. The main modules are sales processing, inventory management, AR & AP, KPI management
- Scope:
 - Organize and conduct requirement workshop for key users
 - Business mapping, ERP customization, develop the mobile application, integration test, deployment
 - Rollout for over 120 distributors and over 1000 salesman across Vietnam nationwide
 - Maintenance software after rollout
 - Call Center support for over 120 distributors and over 1000 salesman with the special SLA commitment
- Team Building achievements:
 - Training and coaching for 2 technical leaders to promote from developer to technical leader successfully
- Team size: 20 people

Key Skills:

- Project planning, WBS, estimation, risk management, project monitoring and control, requirement management, communication, quality management, change management, effort control
- Training and coaching for technical leader
- Database design

Technology: VB.net, SQL Server, ERP Solomon, Android mobile

6. Before 2007: Working deeply in technical areas:

-  2005 - 2006: Technical Leader, specialized in ERP customization, SQL Server, Visual Basic, C++, Palm application development with Code Warrior, Window CE application

- ✚ 2004: Senior Developer, specialized in ERP customization, SQL Server, Visual Basic, C++, Palm application development with Code Warrior
- ✚ 2003: Developer, specialized in ERP customization, SQL Server, Visual Basic, C++, Palm application development with Code Warrior