

DIEP KIM VAN, PMP

IT SENIOR PROJECT MANAGER



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Leading a project team in delivering IT projects to the customer especially in public sector and enterprises. I am an aggressive problem solver, whose analytical and results-oriented mindset empowers teams to achieve business improvement and growth objectives.

LEADERSHIP PERFORMANCE HIGHLIGHTS

- **Strategic Planning** : Executed business strategy align with the corporate strategy. Participate in workshops with the Board of Directors in planning and forecasting. Use many tools in cost benefit analysis, IRR, NPV, breakeven point, SWOT, Boston Matrix, Business Model Canvas and so on to make detailed strategic plans.
- **Understanding public sector**: Understand how projects are implemented, how to manage scope, stakeholders, communication and risks in project in the public sector.
- **Large-scale system experience**: Direct implementation of a large-scale system for 5000+ users, millions of documents per year on time and budget with customer satisfaction

PROFESSIONAL STRENGTHS

- Project Management
- Cross-Functional Solution Development
- Change Management
- IT System Implementation
- Risk Management
- Process Improvements

CERTIFICATE / EDUCATION

2019



Project Management Professional (PMP) Certified – Project Management Institute (PMI)

2011



Microsoft Certified IT Professional (MCITP) Certification - Sharepoint Administrator

2003



Faculty of Informatics for Economics - National Economics University

CAREER CHRONOLOGY

CMCTS	Head Of Content Platform Service Department	4/2019 – Present
CMCSoftware	Manager of a Production Center	01/2016 – 03/2019
	Sharepoint consultant and infrastructure design	01/2015 – 12/2015
	Software Engineer	11/2003 – 03/2013

PROFESSIONAL EXPERIENCE

CTS - CMC Technology & Solutions

4/2019 – Present

Head of CSP Department

Coordinate with sales department to analyze market, identify and analyze competitors to develop a product trading plan. Leading CSP department to conduct research, study and test products to increase their understanding and enhance their readiness to deploy when needed.

- **Participate in developing business strategies:** Conducting product analysis, market analysis, customer needs, SWOT analysis and building business model. Analyze requirements, negotiate with the sales team with the company, perform POCs and contract negotiations with customers, and so on.
- **Build deployment team:** acquire and build manpower requirements, train new members on CPS products and get product certificates. Collaborate with other units in the company to build human resources and physical resources.

CMCSoft - CMC Software Solutions

01/2016 – 03/2019

Manager of a Production Center

Leading a production center to build a Document and Task Management product. Manage and implementation that product for many customer. Especially large-scale projects for public finance sector customers.

- Participate in building strategies of the company: Perform market analysis, competitors, risk analysis, build business model for the products. '
- Coordinating with other departments: Compliance with the organization's operating regulations, such as Human Resources, Accounting, Procurement, and others department to manage their engagement. To ensure everyone on the same page
- Working as Sharepoint expert. Direct and manage project work such as sizing, planning and desinging sharepoint solution for large-scale.
- Building products: Managing product lifecycle in accordance with the company's business strategy. Ensure adequate resources, quality and on schedule.
- Product implementation: Participate as the project manager of key projects as a project integrator. Study the business case, bid request documents, conduct bidding and participate in contract

negotiation, build a project charter and take steps to implement project planning, executing, monitoring and controlling, closing.

CMCSoft - CMC Software solutions

11/2003 – 3/2013

Software Engineer

Participated in building the products since 2003 as a programmer. Upgrade product written by Visual Basic 6.0 to web, using ASP classic technology, COM Plus distribution and upgrade to Microsoft Sharepoint-based version in 2011.

- Product development: Analyze requirements, change requests are approved, and execute programming as a full stack developer.
- Product deployment: Collaborate with other members to analyze requirements and perform system design, system installation, application programming. Coordinate with test team to build test plan, test case and perform performance test, UAT. Implementing the development of demo, trial and POC versions to support presale.
- Team management: Managing the programming team with 7-10 members. Use brainstorming techniques, team buiding and personality skills to create teamwork. Handling conflicts during the operation.
- Working in Japan: Supporting the company to carry out a pilot project for a partner in Japan as a VB6 / Oracle 8i programmer on 2006. Participating in upgrading Suica payment card management software.

TECHNOLOGY SNAPSHOT

- **Language:** C#, Javascript, VB6, T-SQL
- **Applications/Tools:** Jira, Photoshop, MS Word, Excel, Project, Visio, PowerPoint, SharePoint, Biztalk Server, Microsoft Identity Manager, Sql Server
- **Methodologies:** Waterfall; Agile/Scrum
- **Infrastructures:** Common understanding about server configurations, storage options, network architecture, as well as Infrastructure security