



Nguyen Le Hoang Phuc

Tel: 0902823538

Email: phucnlh123@gmail.com

Address: 199 Lanh Binh Thang, District 11, HCM

Skilled IT Manager: Implemented and configured software systems, optimized hotel operations, and enhanced guest experiences. Led network infrastructure deployments, ensuring seamless connectivity. Provided timely technical support, troubleshooting IT issues. Collaborated with teams to address challenges and streamline processes, improving efficiency.

Skills

- Network Infrastructure
- Project Management
- Process implementation
- Microsoft 365 and optimization processes with Power Automate and Sharepoint, Power BI.
- Knowledge about Opera PMS, Symphony POS, SUN, MC, Prologic first, for key system.
- IT Budget.

Education

BACHELOR OF SCIENCE:
INFORMATION TECNOLOGY - 2013
NHA TRANG UNIVERSITY, KHANH HOA

Expierence

Wink Hotels (Preopening Wink hotel Da Nang Reiverside, Wink hotel Can Tho and taskforce Wink hotel Tuy Hoa)
IT Manager - 11/2022 to 09/2024

- Improved guest satisfaction through deploying comprehensive infrastructure (network, Wi-Fi, IPTV, security) and self-check-in applications.
- Streamlined hotel operations, reducing costs and improving interdepartmental communication by integrating key systems (Opera PMS, Simphony POS, Prologic First).
- Ensured peak system performance with 97% uptime, exceeding guest and staff expectations.

PHU BAO GROUP, HO CHI MINH CITY
IT Manager - 10/2020 to 10/2022

- Boosted production efficiency by 10% by analyzing, evaluating, and recommending ERP applications (including SAP and Oracle).
- Designed and maintained robust network systems for 150+ users across office and production facilities, ensuring seamless connectivity and data flow.
- Improved communication and collaboration by deploying Microsoft 365 solutions (email, SharePoint, Teams) to 200+ users.
- Minimized downtime and ensured business continuity by collaborating with teams to troubleshoot complex network issues.



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Hobbies

- Traveling
- Football
- Reading book
- Gym

Language

- English

Reference

- Mr. Nguyen Phuoc Phan Ngoc
IT Manager – Aminia Resort
Email: itm@aminanaresort.com
Tel: 0987588659
- Mr. Bui Thanh Trung
Group IT Director - Fusion Hotels Group
Email : trung.bui@fusionhotelsgroup.com
Tel : 0909798038
- Mr. Nguyen Duy Trinh
IT Manager - Wink Hotels
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Expierience

MEGA F&B under NOVA GROUP
IT Supervisor- 4/2020 to 10/2020

- Coordinated with IT Nova to design and deploy network systems for 10+ restaurants and cafes, ensuring high availability and seamless connectivity for critical operations.
- Collaborated with relevant teams to launch IT systems for 3 new restaurants, overseeing the installation, configuration, and testing of POS terminals, kitchen display systems, and inventory management software.
- Provided timely and efficient end-user support to 100+ staff members across multiple locations, utilizing a help desk ticketing system to track and resolve issues promptly.
- Proactively identified and resolved recurring IT problems, reducing support tickets by 15% and minimizing disruptions to restaurant operations.

FUSION SUITE SAI GON
IT Team Leader - 1/2019 to 4/2020

- Rebuilt the hotel's network infrastructure, including routers, switches, and cabling, resulting in a 20% increase in network speed and improved reliability.
- Implemented and configured key hotel systems, such as the Comanche PMS, Cadena HR system, ensuring seamless integration and data flow between departments.
- Successfully integrated disparate hotel systems, overcoming compatibility challenges to create a unified technology platform that improved operational efficiency.
- Ensured the smooth operation of all systems, resulting in faster check-in/check-out times, improved guest satisfaction with Wi-Fi connectivity, and streamlined HR processes.