



Pham Tuan Anh

IT MANAGER CUM SENIOR ICT PM

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Career Summary

After 14 years working in the Information and Communication Technology (ICT) industry within a broad range of scopes across from technical to management perspective, from provider to client side, from local to international-wide project, I have not only gained the expertise in software development and ICT system integration, but also developed a great passion in working as a Project Manager.

From my perspective, the primal purpose of Project Management is always keeping balance between the project constraints in order to deliver effective business solutions and satisfy customer needs. A Project Manager needs to actively, positively seek effective approaches to business problems and find business opportunities based on win-win-win strategy.

I have constantly tried my best to develop a sustainable career path with a global mindset, professional Project Management principles and working style, which can help me enhance all of PMI's techniques and processes to achieve the most efficient project performance.

Key Skills

- **Business model, processes and culture in Banking and Financial services, Insurance, IP - Radio & Satellite Network Industry.**
- **ICT and Software Project/Release Management**, including the management of Scope of work (high level requirement, feasibility study, investment proposal, project charter), Schedule, Cost, Quality (Software Testing and Process Control), Stakeholders Communication, Risk (qualitative) and Procurement (bidding and contracting process)
- **Automation & Performance Test Implementation**
- Software Testing Quality Analysis, ISTQB CTF
- SDLC with Waterfall and Agile/Scrum methodologies
- **IT Services Management following ITIL 2011 framework**, specialize in IT Service Transition include Change, Release and QA Management
- *Lecture on "Project Management Fundamental" and "PMI Project Management Professional – PMP® Preparation" Course*
- *Communication skill in English (Advanced) and French (Moderate at document review)*
- *Exceptionally good communication skills with strong presentation, requirement collecting, problem solving, critical thinking and troubleshooting*
- *MS Project 2013 – Applied in Project Management*
- *Tools: JIRA, Service Desk, SVN, VSS, Visual Studio, Eclipse*
- *C#, Java, Oracle PL/SQL*
- *ICT system integration: design, procurement, installation, FAT/SAT/SIT, commissioning, client hand-over and training*
- *OS: MS Windows Server (Active Directory, DNS, Exchange Server)*
- *Network: Cisco LAN, WAN IP switching & routing*
- *Convergence Telecommunication System Integration: Satellite link, Motorola PTP/PMP wireless, IP network, VoIP (Cisco UCM, Alcatel Lucent)*

HEAD OF IT CHANGE, RELEASE AND QA MANAGEMENT

VPBank

2016 – Present

Project Management for “Automation & Performance Test”

Project objective: Design and implement a new testing framework, develop a competency core within automation testing and performance testing for the whole QA pool in IT Division, which supports the Agile-DevOps transformation.

- Process Feasibility study, Project Charter development and Project Initiation
- Collect requirement, construct RFP/score-card, execute Bidding following procurement procedure, Contract with selected vendor
- Develop detail Implementation Plan and get approval
- Monitor, control and report the project progress with project teams by closed team working, project & work streams reporting, bi-weekly meeting with PSC
- Review and approve project deliverables, include: test strategy, test methodology, test framework, test scenarios/cases/scripts/report, test tool configuration/installation/documentation
- Manage risks and issues, process Project Change Request if necessary
- Recruit project members, coordinate the people training & coaching
- Manage stakeholder communication, engagement and expectation, include internal parties, vendor and related partners
- Facilitate payment, manage project cost and contingency budget

IT Service Transition Processes Management

- Owning the Software Release Management lifecycle which includes scheduling, coordinating and managing releases for multiple applications across the enterprise. The releases including application updates, operating system patches, security improvements, hardware upgrades, projects go-live
- Managing changes to the entire application system are being operated, ensure the solution must be operating properly following the ITIL guided Change Management framework
- Managing the Functional, SIT, Performance test executions across multiple DevOps departments. The management includes process monitoring & improvement, resource planning and allocation, recruitment, procurement and third-party management, quality investigation
- Coordinating with other software project team to maintain delivery schedule of quality products

Administrative Management

- Annual action plan, procurement & budget plan
- KPI setting and assessment, capacity management, staff recruitment/exit,
- Salary and bonus review, promotion
- Other internal administrative procedures

IT PROJECT MANAGER, QA TEAM LEAD

Bao Viet Holdings

2012 – 2016

- Taking part in Project Management (PMO) and leading the Software Testing team of General Insurance Core Business Software Development – InsureJ project (Project Manager).
- Playing a role as Project Manager in the Performance Testing Project for InsureJ core insurance system
- Managing the regular releases from Australian provider and internal IT center following Agile/Scrum framework for BVGI core upgrade (Release Manager)
- Developing project charter, preparing the feasibility study, investment proposal and getting BOD approval for the ICT investment projects
- Preparing specification documentation, managing bidding and vendor selection processes
- Managing contracts and contractor's work
- Detail Planning, directing project team, monitoring and controlling the project progress to meet objective

PROJECT MANAGEMENT INSTRUCTOR (Part-time)

StevBros Training & Consultancy (Global PMI R.E.P #3807)

2015 – Present

- Delivering Project Management Fundamental (PMF), PMBOK and PMP® Preparation course to corporate clients
- Supporting trainee with mock test questions & answers or clarification
- Consulting trainee about the strategy for certification examination

PMP® PREPARATION INSTRUCTOR (Part-time)

PMA Academy

2014 – 2015

- Instructing class members in researching on Project Management following PMI recommended body of knowledge (PMBOK® 5th edition), focusing on: Scope, Time, Cost, Quality, Risk chapters
- Supporting trainee with mock test questions & answers or clarification

HEAD OF REPRESENTATIVE OFFICE

OSB Holding

2011 – 2012

- Managed Local office operations and Customer relationship in Vung Tau
- Trained and recruited project members to fulfil the company required skill-set
- Managed offshore system projects including: planning, proposal, bidding, procurement, delivery, site commissioning, training and maintenance

VOICE & DATA TECHNICAL LEAD, PROJECT MANAGER

OSB Holding

2009 – 2011

- Planning and designing telecommunication system regarding the customer's requirements
- Preparing the solution proposal, bidding documents, BoM, PO
- Cooperating with oversea consultants to build up the design documentation set complied with the industry standard
- Managing the system designing workflows to get reviewed and approved
- Directing the team in installation, integration and system testing
- Managing the FAT, delivery, SIT/SAT, customer training

SOFTWARE DEVELOPER

Luvina Software

2007 – 2008

- Working in web development projects (for Japan market) as .NET developer
- Supporting QA in Test case preparation, software testing and reporting

SOFTWARE DEVELOPER

FPT Software Solution

2005 – 2007

- Working in VMS MobiFone Billing System project - phase 3 as Java developer mainly developed end-user forms including Database connection layer

Educational Qualifications and Certification

- ☑ **Master of Business Administration** specialized in Project Management, School of Economics and Management, Hanoi University of Science and Technology
- ☑ **Master of Industrial Informatics**, French Government Project of Excellent Engineer Formation, Technology University, Hanoi University of Science and Technology
- ☑ **Project Management Professional** - PMP® (#1680199)
- ☑ **Certified Software Testing Professional** (#istqb-vtb-fl-20140273)
- ☑ **IT Service Management** – ITIL Intermediate, IP MAC
- ☑ Agile Scrum and Professional Scrum Master Workshop Attendance, Ministry of Information and Communication
- ☑ Software Architecture and Design Workshop Attendance, Ministry of Information and Communication
- ☑ Software Quality Analyst Workshop Attendance, Ministry of Information and Communication

References

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