

# CURRICULUM VITAE

## PERSONAL INFORMATION

**Full name:** LY VAN HUNG  
**Date of birth:** 10 December 1984  
**Address:** 88/19/06 Vuon Chuoi Street  
Ward 4, District 3, Ho Chi Minh City  
**Expected Salary:** Negotiation



## SUMMARY

- 2021 - present: **Project Manager at Mediastep Software Inc.**
- 01/2020 – 03/2021: **IT freelancer**
- 03/2018 - 12/2019: **Executive, Field Support cum Integration Project** at DHL VN Express Co., Ltd.
- 09/2017 - 03/2018: **Senior IT Specialist** at MSIG Insurance Vietnam Co., Ltd.
- 05/2010 - 08/2017: **IT Lecturer** at School of Engineering at Eastern International University.
- 2009 - 2014: **Webmaster** (par-time) at Rain FC Viet Nam.
- 2009 - 2010: **IT Specialist** at Thanh Nien Corporation.
- 2007 - 2008: **Technical Support Engineer** at Rochus Company.
- 2004 - 2006: **Intern Developer** at VietSin Online Corporation.

## CAREER OBJECTIVE

- I desire to work in a professional and cultural diversify environment to enhance my knowledge studied and experience; solving problems into practical case.
- I am an enthusiastic, self-motivated, reliable, responsible and proactive and have strong problem-solving skills.
- I work well in a team but also on my own as I like to set myself goals which I will achieve, I have good listening and communication skills.

## WORKING EXPERIENCE

### From 03/2021 to present: Mediastep Software Inc.

*Mediastep is one of outsourcing company that builds applications for the Big Four accounting organizations and the largest professional services network in the world*

**Company size:** 150+ employees

**Position:** *Project Manager*

**Report to:** Senior Manager/ BOD

**Main duties:**

- Key responsibilities for separate projects.
  - Mange project/ program to achieve proposed goals as planning via monitoring the progress of project to keep it on schedule.
  - Work with other domains as QA/ Dev on defects/issues to meet the objectives.
  - Keep track all related activities like FR, NFR, Task.... on VSTS, Smartsheet and so on.
  - Review products/features shipped weekly for the next two weeks with PMO.
  - Conduct Project and Timesheet Reporting on Daily/ Monthly/ Quarterly as required.
- Collaborated with PMO teammates about planning, tracking, process.

**From 01/2020 to 03/2021: IT freelancer****Main duties:**

- Build TikTok Downloaders – get videos without watermark inside and republish to personal channel.
- Build YouTube Downloaders – get all supported videos format with high speed direct link
- Build eCommerce website using open source WordPress and customize features.
- Learning about RPA Platform - Robotic Process Automation...

**From 03/2018 to 12/2019: DHL VN Express Co., Ltd**

*DHL is the world's largest logistics company with more than 380,000 employees and offices in more than 220 countries and territories.*

**Company size:** 1000+ employees

**Position:** *Executive, Field Support cum Integration Project*

**Report to:** Manager/ Senior Manager

**Main duties:**

- Key responsibilities for DHL Shipping Platform - MyDHL+; B2C applications – 3PVs and customer integration shipping solution projects.
  - Work closely with other domains to propose logistics solutions based on analyzing internal and external client's requirements.
  - Proactive contact with customer to understand the related problems during process integrating the shipping services into their system.
  - Translate the business logic/ideas to dev team to build new applications for key account.
  - Analyst perform diagnosis, IT hotline and troubleshooting to support the end-user's satisfaction.
  - Be onsite at Nike Manufacturer Factory, PouYuen or key account customer for maintenance, training or other related tasks.
- Customer Support via phone, email or remote about DHL services and applications for key users
  - Liaise with other departments to resolve issues that may arise before and after.

- Using the existing tool and method for analysis to identify the issues, troubleshoot problems on system.
- Follow incident tickets and up-to-date the status with APEC region teams.
- Collaborated with teammates via Ticket Tracking System, Jira, Slack or internal sharing experience sessions.
- Participate the User Acceptance Testing with APAC and other domain key members when DHL Services and Applications before they roll-out for Vietnam clients.
- Prepare and maintenance user guides for domains and team technical training (if required)
  - Conduct user training when it roll-out new features or new releases.
  - Prepare FAQs for assigned applications and system for teammates and users
- ‘Can do’ attitude with a well – balanced sense of perspective, sense of humor.

#### **From 09/2017 to 03/2018: MSIG Insurance Vietnam Co., Ltd**

*MSIG Vietnam is a subsidiary of Mitsui Sumitomo Insurance Company, Limited ("MSI") within MS&AD Insurance Group*

**Company size:** 1000+ employees

**Position:** *Senior IT Specialist*

**Report to:** Senior Manager \_ Take care: 1 staff (IT Helpdesk outsource)

**Main duties:**

- PIC as Administrator of IT System users, work with contractor/supplier of IT related
  - Troubleshoot all issues relating to IT (Operating System: Windows 7, Windows 10, network connections, PBX, printers and Accounting, Claim, Banca application issues)
  - Reporting network operational status and managing projects.
  - Liaise with vendors and supplier for problem resolution or open new branches.
- PIC to communicate, receive and implement instruction regarding IT related issue from Hanoi or Singapore team.
  - Maintenance and system upgrades including service packs, patches, and hotfixes, security configurations.
  - Participate in UAT and checking the features of Applications before using in Production.
  - Create and maintain documentation (Guideline, Regulations, Presentation and more).
- Manage, maintenance and purchase IT assets at Ho Chi Minh Branch via PO, PR, SAR
  - Monitor system resource utilization, trending, and capacity planning.
  - Check stock of IT equipment's and HR Team to plan to upgrade or purchase new devices or renew software licenses.
  - Review current supplier contracts and negotiate with suppliers to maximize the benefit of company but keep low operation cost with high availability.
- Perform IT training for new onboarding users and different type of training for users.

### **From 05/2010 to 08/2017: Eastern International University – EIU**

*Eastern International University is a university of business (Becamex IDC), operating under the model of many universities in one university; where attracts and concentrates graduate lecturers from many European and American countries*

#### **Position: *IT Lecturer***

##### **Main duties:**

- Teaches level in courses: General Computer Skills, Java, C/C++, Database Systems – SQL Server, Software Development Process, Analysis & Design Information System, Software Testing.
- Guide student to do capstone projects, thesis.
- IT Student Advisor for Software Program.
- Applied ABET Format to course syllabus.
- Managed the Engineering laboratory system for IT Dept.
- Research telecommunication fields.

### **From 2009 to 2014: Rain Viet Nam Fan Club**

*Community Forum about Bi Rain – a famous Korea singer for Vietnamese fan; place for sharing all latest info included music's, poster and movies for teenager (Viet sub by team members) and more.*

#### **Position: *Webmaster***

##### **Main duties:**

- Perform daily operations of maintaining and backup database, upgrade to new platform.
- Regularly check forum problems, analyze and solve the related technical issues.
- IT related task hosting, domain belongs to offline activities, vietsub videos and more.
- Up-to-date news, post and managed end-users.

### **From 2009 to 2010: Thanh Nien Corporation**

*The company started the business with its strength in exportation-importation and steel trading. In line with financial investment activities, steel trading has firmly backed up the real estate project development in Vietnam*

#### **Position: *IT Specialist***

##### **Report to:** Manager

##### **Main duties:**

- Maintain Thanh Nien Corporation System included Mail Server and network infrastructure.
- Solve daily operating problems for end-users related to printer, accounting apps, VoIP.
- Support to implement base infrastructure for launching new branch.
- Maintain and update the latest news on Thanh Nien Corp website.

### **From 2007 to 2008: Rochus Company - American Online Branch**

*The company that provided support for AOL clients using AIM Pro, AVS and more.*

**Position: Technical Support Engineer**

**Report to:** Manager

**Main duties:**

- Provided technical support in using AOL products as AIM Pro, AVS – Antivirus shield via email, message and remote.
- Researched and implemented features for new ticket tracking system.

### **From 2004 to 2006: VietSin Online Corporation**

*VietSin Online Corporation is a leading company in the field of educational software research and providing interactive teaching and evaluation solutions for schools in Vietnam.*

**Company size:** 10-30 employees

**Position: Intern Developer**

**Main duties:**

- Trained and used mvnForum framework for client projects.
- Perform test functions and recheck the program logic to ensure that the desired results were produced.
- Joined and worked with development team using Java language and MVN framework to build up MamNonXanh project.

### **SUMMARY QUALIFICATIONS**

- 09/2009 - 12/2012: Master of Business Information Systems at Master of Business Information Systems.
- 06/2006 - 02/2009: Bachelor of Information Technology at RMIT Vietnam University.
- **Other training certificates**
  - 2019: CSM - Certified ScrumMaster by Scrum Alliance - URL evidence: 11xxx74-csm
  - 2019: BA - Business Analyst trained by DHL VN Express
  - 2014: Ho Chi Minh City University of Education Teaching Certificate
  - 2013: University Teaching Methodology at Ho Chi Minh City University of Social Sciences and Humanities
  - 2006 - 2008: SaigonCTT - Saigon Institute for Techniques and Technology
    - SL 275 - Java Programming Language
    - FJ 310 - Developing Applications for the Java EE Platform
  - 2003 - 2004: PC Service & Networking Administrator at VSIC Education Corporation
- **Computer skills**
  - Using C#, .Net Core, Java in coding applications
  - Using SOLID Principles in Programming Developments

- Using Microsoft SQL Server; Informix DB, MySQL
- Solve LAN, WAN problems and end users' issues in the operating daily
- Platforms: Microsoft Windows 7, Windows 10, Windows Server 2013 & 2016, Office 365
- Management Skill: Scrum Process, Scrum Master and Project Plan
- BPMN Tools: Microsoft Visio, Visual Paradigm and ARIS Express
- Report Tools: Microsoft Excel and Power BI for making report

- **LANGUAGES**

- English – Good
- Chinese – Cantonese

## **STRENGTH**

- Keen on researching, learning quickly and apply new techniques in Production
- Familiar with Software Development Life Cycle; Application support; cross-domains task
- Conduct different types of training for clients as well as teammates
- Ability to work independently with minimal supervision
- Have a keen eye for detail, focus on customer and quality
- Ability to explain technical concepts to non-technical users
- Good communication skill, team work and project management skill

## **OTHER ACTIVITIES**

- Gogreen Club - [www.GoGreen.com.vn](http://www.GoGreen.com.vn)
- BenSmile Charity – [www.nucuoicuaben.com](http://www.nucuoicuaben.com)
- Blood donation at Tam Duc Hospital – [www.nganhacgiay.com](http://www.nganhacgiay.com)

## **HOBBIES**

- Listening to folk and country music
- Playing badminton and running activities
- Travelling and sightseeing
- Joining charity club