NGO QUOC TUAN

Pragmatic Leader, Passionate about Innovation and Change, Customer Focused and Driven.
Expertise in developing strategies and transforming business concepts. In depth Expertise of SAP Cloud and On-Premise Solutions.
Project Management

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in Quoc Tuan Ngo

HIGHLIGHTS

Strategic mindset
Organized & logical
Negotiation
Digital Passionate and Change Driven

LANGUAGES

Vietnamese Native
French Advanced
English Advanced

OVERVIEW

TECHCOMBANK, Vietnam (From 09/2020)
Director, HR Systems and Analytics
Product Owner Payroll, TECHCOMBANK (12/2020 – 4/2022)

HR PATH Vietnam (01/2014 - 04/2020)
Managing Director

Tata Consultancy Services, France (1/2012 - 12/2013)
SAP HR Business Unit Manager

Augusta Reeves, France (6/2008 – 3/2012)
SAP Consulting Director

Northgate Arinso France Holding, France (9/2005 – 6/2008)
SAP HR Consultant

EDUCATION

Engineering School, option Information System
Polytech at University Paris Sud Orsay, France

HONORS & AWARDS

- https://doanhnhansaigon.vn/kinh-doanh/hr-path-viet-nam-duoc-tap-doan-sap-vinh-danh-1077252.html
- https://mobilereview.vn/hr-path-nhan-giai-thuong-cloud-service-partner-of-the-year-cua-sap/

WORK OVERVIEW
TECHCOMBANK
FROM 09/2020

DIRECTOR, HR SYSTEMS AND ANALYTICS

- Defines a vision and roadmap for HRIS
- Partner with HR, IT, Finance, and vendors in support of HR systems requirements including system upgrades
- Interfaces with all levels of management, implementing processes and technology that support business value and process efficiency across business and technical functions
- Build governance processes to manage changes (updating, change requests, regular product enhancements) and permission's strategy
- Perform leadership role in identifying opportunities for further leveraging cloud technology and define business cases for migration where appropriate
- Communicates successes supported by metrics and KPIs aligned with the company
- Build training plan to increase the HRIS team's capabilities to maintain and enhance the new system

Achievements:
- ✓ Build operational excellence's team to drive the transformation and facilitate the change
- ✓ New support model (RACI, SLA, Workflows) adapted to Hybrid system
- ✓ Increase capacity of maintenance team to ensure daily tasks and support the transformation program
- ✓ Smooth transition and adoption from legacy systems to new systems
- ✓ Control changes' traceability (data and configuration) and the access of the system
- ✓ Pre-build the "real time" reports for the managers to help their daily track and decision
- ✓ Coach & develop HRIS team to become advisor in order to drive Techcombank and prevent any disruption due to the new systems

PRODUCT OWNER – HR TRANSFORMATION PROGRAM

Lead the transformation of the organization through the first phase's deployment of HR projects:

- Preparation of the RFP, Reviewing and Negotiating of the Contract
- Involve in the Project Management
- Streamline and optimization HR processes, regulations
- Propose workaround solutions when system limitation
- Lead the implementation to minimize customization and make the system scalable
- Build the Strategy of Change and facilitate his execution
- Define KPI and performance management Project
- Support model for the Go Live and Handover strategy in place

Achievements:
- ✓ Core HR, LMS modules Go Live on time and automatic integration with TCB downstream systems, Payroll module successful for the first parallel run
- ✓ Control project budget
- ✓ Principles, materials and technical sharing sessions for leaders & managers on developing functionalities to help the adoption
- ✓ 45% local employees, 100% people managers, 100% expat are trained
- ✓ Reduce from 1300 approval workflows to 400 and SLA and turn-around time are improved about 40%
- ✓ Smooth Go Live and transition to HRIS team

HR PATH Vietnam

01/2014 – 04/2020

MANAGING DIRECTOR

Set up a new subsidiary for French company

- Manage Company Strategy and Business Plan
- Manage Sales, Presales (Direct Selling into Strategic Accounts, Negotiate Terms and Close Sales)
- Lead Business Development for SAP On Prem and SF (Develop Strategic Partnerships and SAP)
- Insure Competitive Market and Product Advantages
- Lead HR activities (Recruiting, KPI and Reward frameworks, Reward)
- Lead Consulting Activities (methodology and delivery)
- Sponsor on the Steering Committee to ensure the well progress of the project.

Achievements:
- ✓ Positive P&L after 2 years,
- ✓ First company to propose and implement successfully SAP HR Cloud Solution
- ✓ First company to be awarded by SAP as Best Partner Cloud Solution
- ✓ Develop Local Team to be able to support Local and Overseas' projects
- ✓ Win implementation projects for Major Clients in Vietnam (Coca-Cola Vietnam, Novaland, Vincommerce, Shinhan Finance, Techcombank, Daikin, Hoiana) and maintenance for ACS, Coca-Cola Vietnam, Hoiana, Novaland, ...

Tata Consultancy Services, France

1/2012 – 12/2013

SAP HR BUSINESS UNIT DIRECTOR

- Develop New Business Lines for Tata Consulting
- Research and Development of New Business Prospects
- Prepare Winning Business Proposals
- Highly Involved in the Definition of the Company Strategy with the new business line
- Negotiate Terms and Close Sales
- Coordinate Delivery for SAP HR (OM, PA, TM, PY, ESS/MSS)
- Provide Technical Leadership
- Performance appraisal and calibration

Achievements:
- ✓ Build implementation team
- ✓ Win 2 clients in partnership with ERP Team
- ✓ Implement successfully 2 projects (Airbus and Canal +)
- ✓ Win Maintenance Contract for Canal + after the implementation

Augusta Reeves, France

6/2008 – 3/2012

SAP CONSULTING DIRECTOR

- Manage SAP complex projects through design and implementation
- Coordination Implementation, support and maintenance team
- Ensure company unique selling proposition for SAP implementations
- Manage Resource requirements, project workflows, budgets and status updates

Northgate Arinso France Holdings Paris, France

9/2005 – 6/2008

SAP HR CONSULTANT

- Training plans & implementation
- Analyze business/client requirements and accounting needs
- General system design (brainstorming, business blueprinting, solution design approval)
- Assess the budget and to plan the project
- Implement the solution
- Performs system testing and test script writing/development. Perform product test, troubleshoot and bug fixing.
- Conduct User Acceptance Test and training with end users. Create and maintain design specifications, technical designs.