

Tran Ngoc Hanh

Project Manager

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Profile Highlights

- ✓ I'm an experienced project manager with a demonstrated history of working in the information technology and services industry.
- ✓ Work with customers from Australia, United Kingdom, Germany. I have been on-site once in the United Kingdom and working directly with C-level managements for project discussions and deployments.
- ✓ Strong software project management professional with the PMP®, PMI-ACP® and PMI-PBA® from Project Management Institute. The PSM II certification from Scrum.org.
- ✓ I am an Authorized Training Partner Instructor – PMP of Project Management Institute.
- ✓ Bilingual in Vietnamese and English.

Top Skills

- ✓ Agile / Traditional / Hybrid Project Management
- ✓ Leadership Skills
- ✓ Software Development
- ✓ Training
- ✓ Communication / Negotiation
- ✓ Problem Solving

Certifications

Project Management Professional (PMP®), Project Management Institute [View](#)

October, 2020 — October, 2023

PMI Agile Certified Practitioner (PMI-ACP®), Project Management Institute [View](#)

March, 2021 — March, 2024

PMI Professional in Business Analysis (PMI-PBA®), Project Management Institute [View](#)

December, 2021 — December, 2024

Professional Scrum Master II (PSM II), Scrum.org [View](#)

April, 2021

Authorized Training Partner Instructor - PMP, Project Management Institute [View](#)

July, 2021

Professional Experience

Project Manager at ECR Solutions Vietnam

April 2021 — Present (10 months)

- ✓ Worked with partner from the United Kingdom.
- ✓ Worked on-site once in the United Kingdom and working directly with C-level managements for project discussions and deployments.
- ✓ Communicate and collaborate with client to gather detailed functional specifications, business rules, flow and processes.
- ✓ Manage projects on Ticketing solution for Hop-on Hop-off bus, Ticketing solution for Coach, Ticketing solution for Ferry, Food and Beverage solution for Restaurant , Food and Drink solution for Train...
- ✓ Develop project plan, execute the plan and be accountable for project activities.
- ✓ Track project performance and team velocity.
- ✓ Encourage teams to learn and deliver. Maintain momentum in the tough time.

Project Manager at Janeto ICT

January 2018 — March 2021 (3 years 3 months)

- ✓ Worked with customers from the United Kingdom, Germany, Vietnam.
- ✓ Communicate and collaborate with clients to gather detailed functional specifications, business rules, flow and processes.
- ✓ Conduct Agile training to introduce Agile benefits, values, principles for teams in the organization.
- ✓ Manage projects on Education solution, Ticketing solution for Hop-on Hop-off bus, Ticketing solution for Coach, Ticketing solution for Ferry, Warehouse solution for Food and Beverage, Quotation solution for construction industry...
- ✓ Manage expectations of different stakeholders both internal and external to make sure highest quality is delivered within a time frame.
- ✓ Coaching leaders for delegation and coordination to maximize workload based on team capacity and availability. Minimize context switching, dependencies and bottle necks.
- ✓ Manage the workload and performance of team and individuals.

Project Lead at Janeto ICT

September 2017 — December 2017 (4 months)

- ✓ Managing projects and develop team members.
- ✓ Help team to solve the conflict and keep team motivated.
- ✓ Conduct retrospective to improve team performance.
- ✓ Mentoring and training for internship programs.
- ✓ Guide and coach internship, fresher about Agile benefits, values and some tools such as Kanban board, product backlog, daily standups meeting etc.

Full Stack Developer at Janeto ICT

March 2017 — August 2017 (6 months)

- ✓ Full-stack developer on web applications on various areas such as public service management system, social applications, dormitory management solution, etc.
- ✓ Technologies: Angular, ASP.NET, SQL Server, MySQL, Wordpress, Laravel, etc.

Trainee / Internship at Janeto ICT

October 2015 — February 2017 (1 year 4 months)

- ✓ Participated in training programs through teachers' introductions.
- ✓ Interned as a full-stack developer.

Trainer at ATOHA Institute of Project Management - Part time

March 2021 — Present (11 months)

- ✓ Deliver Atoha's PMP exam preparation course.
- ✓ Help and support students to gain PMP knowledge.

Trainer & Contributor at Laptrinhvien.io - Software Developer Training Center - Part time

June 2017 — November 2019 (2 years 5 months)

- ✓ Contributed to operational strategies and operational works.
- ✓ Trainer for Web Front-end, C/C++ courses.
- ✓ Hosted and presented technical workshop, wrote technical blogs, videos.

Education

Bachelor's degree of Information Technology, Posts and Telecommunications Institute of Technology

2012 — 2017

Volunteer Experience

Non profit classes, Crosstech JST for the Students

August 2019 — September 2020

Volunteer for front end training classes, which was hosted by Crosstech JST. These classes help students in many universities have skills and knowledge which makes them more suitable with requirements of employers, companies and enterprise.