

# NGUYEN HIEU (Harry)

22/08/1990

 Vietnam

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## OVERVIEW

**10+ years** of work experience with several **ERP/CRM Solutions**

7+ years of work experience with **CRM solutions including D365CE and CreatioCRM**

**Strong functional skill**; and sufficient technical background to join system developing

Education background includes **IT engineer and MBA**

Experience on both **presales consultant** and **project implementation**

**Experience hand-on** functional configuring, user training, workflow/business process setup, Power BI designing, ...

### Education background:

- University of Economics, HCM: 2018 – 2021  
*Master of Business Administration (MBA)*
- Da Nang University of Technology: 2008 – 2013  
*Information Technology Engineer (Software)*

### Certification:

- Microsoft Power platform Solution Architect
- Microsoft D365 Sales Functional consultant
- Microsoft D365 FO – Financial Management
- Microsoft Dynamics AX 2012 Trade and Logistics
- Microsoft Dynamics AX 2012 Dev
- Creatio CRM – Sales Module Certification

### Implementing & Consulting Experience: focusing on CRM solution:

- Banking CRM:
  - Involved in building Banking CRM solution
  - Designed Business process to fit Banker requirement for every particular banking products
  - Built Business scenario, design system function and conduct presentation
  - Hand on configured system for pitching & POC
  - Involved in implementation project as Solution Lead
  - Design solution for Banking CRM to integrate with Digital Bank platform/Core bank to maximize system capability
- Education – Admission and Student relation management:
  - Accelerating implemented CRM Project
  - Led Product development project to build CRM education package
  - Built solution to fulfilled advanced admission-supporting feature such as Fee management
- Financial services: Issuance, Securities
- Deal Advisory
- Ship Management
- Hospitality / Casino Management
- Building material trading
- Ceramic production and trading
- Software license selling, reviewal and services consulting business
- Project sales business

## WORK EXPERIENCE (1/2)

### Company: TymeX - Vietnam

Aug. 2024 – Now

#### Role: Dynamics 365 CE Specialist

##### ☐ System establishment and configuration:

- Lead implementing D365CE solution
- Conduct requirement gathering, fit-gap analysis and present solution
- Hand-on configure and develop solution, integrate with other system

##### ☐ Project:

- Merchant Cash Advance implementation built on top of D365CE

### Company: KPMG Vietnam

Aug. 2023 – Jul. 2024

#### Role: Senior Solution Consultant – Dynamics 365 CE

##### ☐ Presales – Solution consultant:

- Plan for presales activities
- Assessment on high-level requirement to define plan for presales project including activities to get requirement, build solution proposition, plan and develop system demo and POC, prepare estimation
- Design solution including business process, system design, data analytics use-case
- Conduct work break-down, request resource, and organize for demo/POC development
- Prepare propose scope of work, WBS, Project activities, project timeline... to firm on contract

##### ☐ Functional Experience:

- Be a part of implementation project team
- Hand-on implement Dynamics 365 CE projects / hand-on configure system for demonstration

### Company: Yokogawa Votiva Solution Vietnam

Jan. 2022 – May 2023

#### Role: Dynamics 365 CE Team Lead

##### ☐ Responsible:

- Be a part of implementation project team as PM-cum-FC
- Hand-on implement Dynamics 365 CE projects
- Take lead on solution design, project implementation and go-live support
- Support presales activities

##### ☐ Projects:

- Data analytics for a large clinical and public health research unit
- CRM system to manage investors, investee and conditional matching support for an Investment company
- CRM system to manage deal processing for an Investment services company

##### ☐ High solutions:

- Smart Matching Investor - Investee based on Market taste/Investment preference
- Efficiency Deal organizing and processing using Outlook
- Deal value vs time spent analysis

## WORK EXPERIENCE (2/2)

### Company: Flexidata Vietnam

Dec.2018 – Jul.2021

Role: Solution consultant

☐ Responsible:

- Gather requirement, Design solution, Demonstrate system and solution
- Lead project team to implement solution
- Research & develop solutions based on Creatio/bpmOnline platform
- Train & guide new members
- Support presales activities
- Review & enhance project efficiency

☐ Project:

- Creatio CRM – Loan management system implementation as Solution Lead
- Creatio CRM – Marketing automation implementation for Commercial Bank as Solution Lead
- Creatio CRM – CRM for Software license trading company as Solution Lead
- Creatio CRM – Admission management for International University Solution Lead

### Company: Bosch Engineer Vietnam

Nov. 2014 – Nov. 2018

Role: Functional consultant

☐ Responsible:

- Join ERP/CRM implementation project as functional consultant
- Be main technical/functional support for ERP system for 4 years including several sub projects
- Join VAS localization project as functional consultant

☐ Project:

- CRM - Dynamics 365 for Sales and CS for Ceramic Company as functional consultant
- ERP - Dynamics AX 4.0 for Trading Company as technical/functional consultant
- ERP - Internal – VAS Localization Package for Dynamics 2012
- ERP - Dynamics AX 2012 R2 for Cement Company as functional consultant
- ERP - Dynamics NAV 2015 for Trading Company as functional consultant

☐ Achievement:

- Top performer - 2017
- Spot award - 2015

### Company: Quang Dung Tek

Sep. 2013 – Sep. 2014

Role: Dynamics NAV developer

☐ Responsible:

- Join NAV implementation project as developer
- Develop report/function for Dynamics NAV using C/AL
- Develop interface for NAV-POS, NAV-Web booking
- Develop VAS Localization packing for NAV
- Develop HR Payroll module for NAV

☐ Project:

- ERP - Dynamics NAV 2013 for Golf Service Provider