VO VAN LAU

Date of birth: June 10th 1988

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PROFESSIONAL SUMMARY

My goal is to obtain a position that challenges me and provides the opportunity to upgrade my knowledge about the new technology trends and applied technologies in the business management of the enterprise, especially to improve my skills in the future.

I believe that applying information technology solutions combined with technology and management in business is obviously a primary key to the enterprise, which helps them get not only incredibly effective but also quick in their business, and my mission is to make that happens.

TECHNICAL SKILLS

PROTOTYPE: ██████, microsoft visio.

PRODUCTIVITY: Postman.

PLATFORMS: Website, Winform, SQL server, Accounting Finance.

CORE COMPETENCIES

- Logical thinking
- Problem solving
- Product management
- Analyst

- Team work
- Risk management
- Agile Methodologies
- Customer service

EXPERIENCE

VIETTECH Smart System Joint Stock Company

Leader of ERP application & warranty consulting team   **2021 – Present**

- Receive contracts, allocate training personnel, survey requirements and analyze operations from customers.
- Write survey documents to send to customers for confirmation.

- Write editing requests to the programming department.
- Allocate personnel to test software and transfer software to customers.
- Accept the software after reporting correctly.
- Software warranty for customers after acceptance: consulting, customer support, handling arising errors.
- Write reports and edit according to customer requirements.

VIETNAM FOOD INDUSTRIES JOINT STOCK COMPANY

IT Software   *2020*

- Receive errors and correct ERP software errors from users.
- Receive new requests from users of departments.
- Analyze requirements and provide solutions in ERP software.
- Work with ERP software providers to meet user requirements.

THUAN PHUONG GROUP

Business Analyst   *2018 – 2019*

- Working closely with the Client to clarify the requirement of the project.
- Understand business processes to translate business needs and requirements into documents, process diagrams to support product development.
- Work with Project Manager on the technical aspect to ensure all the customer's requirements are documented, communicated, and delivered.
- Identifying and prioritizing technical and functional requirements.
- Manage changes details throughout the project life cycles and work with the Project Manager to align the project timeline.
- Design (UI/UX) and implement architecturally sound solutions.
- Participate in user testing, create documentation and user manuals for business.
- Train users on how to use our products.

FAST SOFTWARE COMPANY – THE PROVIDER OF ERP SOLUTIONS

ERP Functional Consultant & Customer Service Associate   *2011 – 2018*

- Support clients and consult with solutions if any troubles/problems.
- Regularly keep working on technical issues and their impacts on the business of clients.
- Train customers on how to use our products.
- Seize the opportunity to improve technical skills in enterprise resource planning systems.

- Be well equipped with essential customer service skills.
- Write design specifications and estimates for programs, based on customer's requirements.
- Communicate with project team members for any cooperation and giving plans/strategies for meeting goals.

EDUCATION

UNIVERSITY OF ECONOMICS HO CHI MINH CITY   2007 – 2011
Bachelor of Bank Financial.

VNUHCM - UNIVERSITY OF SCIENCE

.NET Programmer Certificate.

JAVA Programmer Certificate.

Windows Server 2008 Network Administration Certificate.

NHATNGHE ICT TRAINING CENTER

C# Programming Certificate.

PP & MYSQL Programming Certificate.

ADDITIONAL INFORMATION

FOREIGN LANGUAGE: English (Low Intermediate level).
REFERENCES: References available upon request