


PERSONAL INFORMATION		
Name	Doan Duc De (John Doan)	
Date of birth	Dec 19, 1976	
Gender	Male	
Nationality	Vietnamese	
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PROFESSIONAL INFORMATION
<p>Doan Duc De has over 22+ years working experience in Information Technology industry specializing in business consultant, process improvement, project management, security management system and both as a trainer, consultant and in management positions</p> <ul style="list-style-type: none"> ❖ Accredited trainer for both ITIL foundation and ITIL Intermediate, Advance training courses ❖ In 2018, 2019, 2020, 2021, 2022, 2023, 2024 he has trained successfully for 40 ITIL Expert, ITIL 4 Managing Professional in "ITIL Expert Program" conducted by Apex Global. ❖ In 2021, 2022, 2023, 2024 he has trained successfully for 26 ITIL Strategic Leader in "ITIL Strategic Leader Program" conducted by Apex Global. ❖ Have 12 years experience working as Business Consultant/ Senior Process Consultant/ Manager ❖ Have worked extensively on Information Technology Service Management, Software Engineering, Quality Management and Information Security Management ❖ Conducted over 200 public/in-house training courses related to Corporation Information Strategy, Project Management, Enterprise Agility Transformation, Agile Project Management, Business Analysis, IT Service Management (ITIL, ISO 20000), COBIT, Information Security Management System, Capability Maturity Model Integration and Software Engineering. ❖ Have on-site working experience with international clients in many countries such as Japan, United Arab Emirates, Brunei Darussalam, Oman, Malaysia and Singapore

- ❖ Has experience leading IT Enabled services environments.

Professional Experience:

- ❖ Axelos – Subject Matter Expert (SME)
- ❖ Apex Global – Accredited ITIL® Trainer, Professional IT Management Trainer, Senior Business Consultant
- ❖ OCD Management Consulting JSC – Business Consultant
- ❖ Vinsys – ITIL® Accredited trainer and Senior Process Consultant
- ❖ ECC International group - Senior Process Consultant
- ❖ FPT online JSC, Research and Development Department Manager
- ❖ Goodwill Engineering – Program Manager
- ❖ SVC - Project Manager

Training topics:

- ❖ ITIL® Foundation, ITIL® Intermediates, ITIL® Expert, ITIL® Specialist, ITIL® Strategist, ITIL® Strategic Leader
- ❖ ISO20000
- ❖ CIO Programme
- ❖ Professional IT Manager
- ❖ Corporation Information Strategy
- ❖ COBIT Foundation
- ❖ CMMI Awareness Training, CMMI related trainings
- ❖ IT & Software Project Management
- ❖ Business Analysis
- ❖ Information Security Management System (ISMS)
- ❖ Agile Project Management
- ❖ Professional Scrum Master
- ❖ Quality Management System (QMS)

Education and Special Program

- ❖ Bachelor of Science Degree in Information Technology

- ❖ Master of Business Administration Degree (MBA)

Professional Certificates

- ❖ ITIL Approved Trainer by PeopleCert (for all ITIL Courses from 2015)
- ❖ ITIL® 4 Strategic Leader Certificate
- ❖ ITIL® 4 Managing Professional Certificate
- ❖ ITIL® Expert Certificate
- ❖ ITIL® 4 Managing Professional Transition Certificate
- ❖ ITIL® 4 Foundation Certificate
- ❖ ITIL® 4 Specialist Create, Deliver and Support Certificate
- ❖ ITIL® 4 Specialist Drive Stakeholder Value Certificate
- ❖ ITIL® 4 Specialist High Velocity IT Certificate
- ❖ ITIL® 4 Strategist Direct, Plan and Improve Certificate
- ❖ ITIL® 4 Leader Digital & IT Strategy
- ❖ ITIL® 2011 Managing Across the Lifecycle Certificate
- ❖ ITIL® 2011 Intermediate Certificate in Service Strategy
- ❖ ITIL® 2011 Intermediate Certificate in Service Design
- ❖ ITIL® 2011 Intermediate Certificate in Service Transition
- ❖ ITIL® 2011 Intermediate Certificate in Service Operation
- ❖ ITIL® 2011 Intermediate Certificate in Continual Service Improvement
- ❖ ITIL® 2011 Intermediate Certificate in Service Operation Operational Support and Analysis Certificate
- ❖ COBIT 5 Foundation by ISACA
- ❖ ISMS Lead Auditor Certificate by TUV Rheinland
- ❖ Professional Scrum Master by Scrum.org
- ❖ Appraisal Team Member Certificate for CMMI by SEI
- ❖ Official Introduction to CMMI Certificate by SEI

- ❖ Professional Chief Executive Officer Certificate by ILM Professional Services
- ❖ Microsoft Certificate Professional

KEY HIGHLIGHT ACCOUNTS

Consultant project for the following organizations:

- ❖ Business Strategy and Strategic Restructuring for VICEM Vietnam, Hong Thien My Ltd., Thanh Nien construction JSC.
- ❖ Information Technology Services Management (ITSM) for OMANTEL, VIDAFONE (UEA), eGenting, Cai Mep International Terminal (CMIT), VICEM Ha Tien cement JSC, Viet An Group, Willmar CLV Group.
- ❖ Quality Management System Implementation based on CMMI Dev Model for Software Center of Viettel Technology, Robert Bosch Engineering, Unitech, Softech, Pyramid Consulting, Larion, Lac Viet, Cadena, AIT.
- ❖ Quality Management System Implementation based on ISO 9001 standard for Robert Bosch Engineering in Vietnam.
- ❖ Information Security Management Implementation for Sacombank, Nam A Bank, Tan Hiep Phat Group, ECCI Group.

Training program for the follow organization

- ❖ CIO Programme, trained 2 courses for VNPT Group. The course conducted by Apex Global in 2018 to help Director of VNPT in 63 provinces update the IT Strategy.
- ❖ Professional IT Management, trained for Viettel Group. The course conducted by Apex Global in 2019 to help IT Director, IT Manager of all member of Viettel Group to develop IT Strategy, IT Roadmap, Organization structure, and build strategic objectives, strategic plan.
- ❖ ITIL Expert Program, trained 7 programs in 2018, 2019 and 2020, 2021, 2022, 2023, 2024. The program conducted by Apex Global. The member is IT Director, IT Manager involved the program came from: Viettel Group, CMC Group, Vingroup, FPT Service, FPT Software, FPT Telecom, Willmar CLV Group, DXC, Chanel Group, Robert Bosch Group, Lazada, Tiki, VUS, BIS, NGS, VNPT IT, VNPT

Net, ACB Bank, AEON Mall, Rincons, EVN Group and some large companies.

- ❖ Corporation Information Strategy, trained 3 classes for UBIS - University of Business & International Studies in Binh Duong Province, Can Tho City in MBA program.
- ❖ ITIL Intermediate, trained over 30 classes for Vietnam State Treasury, PVN Group, EVN Group, VNPT Group, Petrolimex Group, Implementation ITSM System using ISO20000, Viettel Networks.
- ❖ COBIT, trained 10 classes for TheGioiDiDong, Wilmar CLV Group, BIS, Oracle Vietnam, PTSC, EVN HCM, Chanel Vietnam, BIDV, VP Bank, Vietinbank, ...
- ❖ ITIL Foundation, trained over 100 training classes for Sacombank, Saigon Port, CMC, Nam A Bank, Vietcombank, BIDV, Vietinbank, HDBank, LienVietPostBank, MBBank, Techcombank, BaoViet Group, TheGioiDiDong, Masan, VNG, VNPT Group, VNPT IT, Viettel Group, Viettel Networks, FPT Software, LinkbyNet, VUS, Becamex, RMIT, NAPAS, Glory Software, ...
- ❖ Business Analysis, trained over 300 Business Analysts for Techcombank, MSB Bank, VP Bank, Robert Bosch Engineering, FPT software, ACB bank, Cadena, CMC TS SG, Bao Viet Group, PG Bank, ...
- ❖ Information Security Management System (ISO 27001), trained over 10 training classes for Sacombank, Nam A bank, THP group, Pyramid consulting, GHP, Fujinet...
- ❖ IT Project Management, trained 30 training classes for Larion, Pyramid consulting, ISP Vietnam, AIT, Cadena, Unitech and Softech, ...
- ❖ Agile Project Management, trained over 50 classes for highlighted customer: VP Bank, Vietcombank, BIDV Bank, Viettinbank, HDBank, Thegioididong, VNPost, VNPay, Teko, Robert Bosch Engineering, Renesas Design Vietnam.

Social Contribution Achievement:

- ❖ Head of coach for "Hạt giống lãnh đạo CNTT – The Institute of IT Leaders" program of CIO Vietnam community. The program will help candidates (IT Manager) improve competency to be Professional IT Director, CIO.

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Doan Duc De

is an Approved Trainer for the following programmes

- ITIL® 4 Foundation in IT Service Management
- ITIL® 4 Leader: Digital & IT Strategy
- ITIL® 4 Managing Professional Transition
- ITIL® 4 Specialist Create, Deliver and Support
- ITIL® 4 Specialist Drive Stakeholder Value
- ITIL® 4 Specialist High - Velocity IT
- ITIL® 4 Strategist Direct, Plan and Improve
- ITIL® in Managing Across the Lifecycle (MALC)
- ITIL® Intermediate in IT Service Design
- ITIL® Intermediate in IT Service Operation
- ITIL® Intermediate in IT Service Strategy
- ITIL® Intermediate in IT Service Transition

11/06/2019

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