

PERSONAL INFORMATION	
Name	Tran Cong Cao
Date of birth	Jul 13, 1980
Gender	Male
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PROFESSIONAL INFORMATION
<p>Tran Cong Cao has over +19 years working experience in Information Technology industry specializing in IT Service management, solution architecture, software solution delivery, process improvement, project management, coaching as trainer, coach, consultant and in management positions.</p> <ul style="list-style-type: none"> ❖ Have 5 years experienced working as Business Consultant. ❖ Have 6 years experienced working as Chief Executive Officer. ❖ Have 3.2 years experienced working as Technical Director. ❖ Have 2 years experienced working as Software Development Manager cum SPI Head, QA Head. ❖ Have 6 years experienced working as Technical Manager cum Chief of Architect. ❖ Have 3 years experienced working as Senior Software Architect and Build successful two more Enterprise Software Products. ❖ Have 10 years experienced working as Scrum Master and Agile Coach. ❖ Have 2 years experienced working as Senior Solution Consultant. ❖ Have 3.5 years experienced working as Senior Business Analyst. ❖ Have 2 years experienced working as Training Manager. ❖ Conducted over +100 training courses related to Product Management, Business Agility Transformation, Service Desk, IT Project Management, Business Analysis, Quality Control, Quality Assurance, Agile Project Management, Enterprise Architecture, Management Information System, Business of Human Capital Management, Software Architecture & Design, and Software Process Development. ❖ Leading to build two software enterprise products ❖ Have on-site working experience with international partners in Singapore, Thailand, Cambodia, Laos.

Professional Experienced:

- ❖ Apex Global Corporation – Business Consultant, Trainer, Agile Coach.
- ❖ Apex Global Corporation – Chief Executive Officer.
- ❖ Cadena Vietnam Co. – Technical Director, Technical Manager, Software Development Manager, SPI Head, QA Head, Scrum Master, Agile Coach, Training Manager, Senior System Architect, Project Manager, Business Analyst, Senior Solution Consultant, R&D Manager.
- ❖ Cadena Vietnam Co. – Project Manager for build Quality Management System follow CMMI Dev 1.3 .
- ❖ Pacific Software Co. – Software Engineer.

Notes that, Cadena is a Holland company. Cadena is software development company. The head office setting in Singapore, the development center setting in HCMC Vietnam. Cadena focus to development Human Capital Management, it's an enterprise product is using by large companies in South East Asia.

Training Topics:

- ❖ Enterprise Architecture by Togaf – practical
- ❖ Scaled Agile – practical
- ❖ Scaled Agile Implementation – practical
- ❖ Lean Portfolio Management – Practical
- ❖ Design Thinking & Customer Centricity – Practical
- ❖ Product Management – practical
- ❖ Business Analysis – practical
- ❖ Requirement Engineering - practical
- ❖ IT Project Management – practical
- ❖ Agile Project Management – practical
- ❖ Software Architecture & Design – practical
- ❖ Service Desk – practical

Education and Special Program

- ❖ Bachelor of Science Degree in Information Technology

Professional Certificates

- ❖ ITIL® 4 Strategic Leader Certificate by PeopleCert
- ❖ ITIL® 4 Leader – Digital & IT Strategy Certificate by PeopleCert
- ❖ ITIL® 4 Managing Professional Certificate by PeopleCert

- ❖ ITIL® 4 Managing Professional Transition Certificate by PeopleCert
- ❖ ITIL® Expert Certificate in IT Service Management by PeopleCert
- ❖ ITIL® 2011 Advance - Managing Across the Lifecycle (MALC) by PeopleCert
- ❖ ITIL® 2011 Intermediate Certificate in Service Strategy by PeopleCert
- ❖ ITIL® 2011 Intermediate Certificate in Service Design by PeopleCert
- ❖ ITIL® 2011 Intermediate Certificate in Service Transition by PeopleCert
- ❖ ITIL® 2011 Intermediate Certificate in Service Operation by PeopleCert
- ❖ ITIL® 2011 Intermediate Certificate in Continual Service Improvement by PeopleCert
- ❖ ITIL® 2011 Foundation Certificate by PeopleCert
- ❖ Certified SAFe 5 Program Consultant (SPC) by SAFe
- ❖ Certified SAFe 5 Agilist by SAFe

KEY HIGHLIGHT ACCOUNTS

Consulting ITSM for customers:

- ❖ Consulting to build IT Service Management System (ITSM) for Viet An Group, Willmar CLV Group.

Build Human Capital Management Product for the large customers:

- ❖ Hold the role Product Manager cum Chief of Architect to build a large cloud Human Capital Management target to large enterprise in Southeast Asia.
- ❖ Hold the role Project Manager cum Software Architect to build a large web-based Human Capital Management to large enterprise in Vietnam.

Consult and implement Human Capital Management for the large customers:

- ❖ Consulting software solution, Business Analyst for Intel Product Vietnam, HSBC Vietnam, KFC Vietnam, Park Hyatt Saigon, InterContinental Asiana Saigon, Vinataba, Mondelez Kinh Do,...
- ❖ Project Manager for Six Senses Ana Mandara Resort, Intercontinental Hanoi Westlake, The Nam Hai Hoi An Hotel, Intel Product Vietnam, EY Group, Navigos Group,...

Build, implement and coaching software development for Cadena:

- ❖ Build and implement Quality Management System (QMS) follow CMMI Dev 1.3 and get the CMMI Level 3 within 13 months.
- ❖ Training and coaching Agile-Scrum for R&D teams build a new feature enterprise Human Capital Management product.

Build the infrastructure for software development:

- ❖ Configured domain, virtual machines, ftp server, tools for process development and IT services as Jenkins, Mantis, Open project, Kayako, Zedesk, Subversion, MS VSS, GitHut, MS Azure, AWS...

Training, Coaching programs:

- ❖ Business Analysis, trained 30 classes, with some highlighted customer as LienVietPostBank, Viettel Group, DMSpro, Techcombank, MSB Bank, MBBank, Vietinbank, Hung Thinh Land, Sendo, DHG, Viettinbank, FLC Group, beGroup, CMC TSSG, DMSpro, Lavifood, TTC Group, Gimasys, NGS, VNPT IT, CMIT, VNG, VNNTT.
- ❖ Product Management, trained 3 classes for Teko Vietnam, VNPAY, TheGioiDiDong.
- ❖ Agile Project Management, trained 25 classes for Thegioididong.com, VIB Bank, VNG Group, Goden Gate, VP Bank, KMS, Toyota Finance, HDBank, Shinhan Bank, Renesas Design Vietnam, NEC Vietnam, Simpon Strong-tie, Vietinbank, MBbank.
- ❖ IT Project Management, trained 21 classes with some highlighted customer as Central Retail Vietnam, Lavifood, Marico SEA, RMIT, Sendo, Sasco, Tiki, HDBank, Nam A Bank, Fist Solar, VNPT IT, NGS, Gimasys, Citek, VNPT IT, Hung Thinh Group, Pocieden Art, Saccombank, OCB Bank, SuiteCloud.
- ❖ Enterprise Architecture by Togaf, trained 2 classes for Wilmar CLV, Central Retail Vietnam.
- ❖ Service Desk, trained 15 classes, with some highlighted as Thegioididong.com, Central Retail Vietnam, Hoan My Hospital Group, DHG Pharma, TTC Group, ACB Bank, Imexpharm, Yola, BIS, Tiki, Cat Thai Group, VNPT Can Tho, HDBank.
- ❖ Software Architecture & Design, trained 3 training classes.
- ❖ Agile Leader, trained 3 classes for Brand Director of Vietinbank.
- ❖ Business of Human Capital Management, trained for over 500 Developers, Business Analysts, Project Managers, Testers, QA, Customer Support, Releaser.
- ❖ Agile Coach for ERP Department of Thegioididong.com. Help them implement Agile to real working environment successful. Agile Coach for Candena, to help the implement Agile for R&D team.

Social Contribution Achievement:

- ❖ A member of coach team for program “Hạt giống lãnh đạo CNTT – Institute of Potential IT Leader” run under [CIO Vietnam Community](#). The program will help candidates (IT Manager, Junior IT Director) improve competency to be Professional IT Director, CIO in the future. The program started from 2016. We have been coached successful for 56 members. I involved coaching some topics as:
 - EA – Enterprise Architecture;

- Relationship Management & Leadership;
- MIS – Management Information System;
- ITSM – IT Service Management;
- ❖ Is a speaker to share knowledge areas as: Enterprise Architecture, Busines Analysis, IT Service Management, Product Management, Agile Transformation, Business Agility Transformation, Project Management.