

# TRUNG, NGHIEM DUY

PROJECT MANAGER | SCRUM MASTER



+84 862 929 569

contact@trungduy.com

Thanh Xuan, Ha Noi



## KEY SKILLS

- Multi-project management and prioritization.
- Team leadership and conflict resolution.
- Stakeholder engagement and expectation management.
- Risk assessment and mitigation strategies.
- Time management and resource optimization.
- Effective communication and problem-solving.
- Agile methodologies and Scrum framework implementation.

## TECH SKILLS

- Automation Platform: Make, n8n.
- Development Tools: Windsurf, CursorAI, VS Code.
- Design & Prototyping: Balsamiq, Figma, Canva, Photoshop.
- Workflow Visualization: Mapify, Whimsical, Draw.io, Miro.
- Project Management: Notion, ClickUp, YouTrack, Jira.

## EXPERIENCE

### Personal Projects

- Utilize AI tools including Google AI Studio, NotebookLM, Perplexity and Windsurf, Cursor AI for ideation, research, visualization, brainstorming and coding tasks.
- Automate social media content posting by integrating n8n and Make.com with AI models.

### Project Manager | Scrum Master

*Appota, Dec 2023 - Oct 2024*

- Led development team in the successful delivery of innovative product features and strategic marketing campaigns for an advanced blockchain-based wallet and its associated ecosystem products.
- Implemented and refined Agile methodologies, facilitating Scrum ceremonies for a cross-functional team of 11 members.
- Orchestrated collaboration with key stakeholders to refine and prioritize the product backlog, ensuring alignment with business goals and customer needs.
- Architected an adaptable, milestone-based product roadmap, significantly reducing missed deadlines and improving stakeholder satisfaction.
- Designed and implemented cross-functional workflows and communication protocols between the teams, fostering improved collaboration and minimizing miscommunications.

### Project Manager | Scrum Master

*FiinGroup, Apr 2022 - Sep 2023*

- Led major development projects for financial products.
- Collaborated with management to establish SDLC protocols tailored to financial products and working environment.
- Formulated comprehensive action plans, conducted risk assessments, arrange the meetings to define and resolve the issues, remove the impediments; propose the solutions to improve the project management.
- Optimized Scrum framework implementation, facilitating events and coaching team members to foster a positive and proactive environment that ensures smooth project execution.

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## PROJECT MANAGER SCRUM MASTER

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## ENGLISH

- Professional working proficiency in reading and writing.
- Good verbal communication and active listening skills.
- Ability to operate effectively in English-speaking environments.

## CERTIFICATIONS

Jul 2022

**Scrum.org**

Professional Scrum Master™ II

Nov 2021

**Scrum.org**

Professional Scrum Master™ I

2002 – 2006

**Banking Academy | Hanoi**

Bachelor's Degree of Finance and  
Banking

## EXPERIENCE (continued)

### Project Manager

*Blitz IT Vietnam, Mar 2021 - Mar 2022*

- Implemented of Anti-Money Laundering system for domestic and oversea banks.
- Managed project milestones and timelines, ensuring adherence to major deadlines.
- Facilitated weekly stakeholder meetings, providing comprehensive project status updates.
- Conducted regular team discussions to update task status, perform risk assessments, and plan for next week.
- Developed and implemented internal project management processes to enhance operational efficiency.

### Project Manager | Scrum Master | Business Analyst *(Apr 20 - Feb 21)*

#### Business Analyst *(Mar 19 - Mar 20)*

*Vingroup, Mar 2019 - Feb 2021*

- Analyzed stakeholder requirements to forecast needs and propose strategic solutions.
- Initiated comprehensive project plans, including resource allocation and budget estimations.
- Managed Scope of Work and Change Requests, translating into prioritized sprint backlogs within Agile/Scrum framework.
- Conducted periodic team evaluations to ensure product alignment with customer requirements and project milestones.
- Designed business flows, product wireframes, and database architectures.
- Generated comprehensive User Story documents, including flow diagrams and acceptance criteria.
- Developed and executed test scenarios and cases to ensure product quality.
- Created user documentation, presentations, videos to instruct users; conducted UAT and training sessions.
- Implemented acceptance and final deliverables handover.

### Auditor/Trade Analyst/Developer

*Feb 2007 - Feb 2019*

- Auditor/Trade Analyst in the financial industry, gaining valuable experience in analysis and process improvement.
- Pivoted to the IT sector *(July 2018 - Feb 2019)*, quickly acquiring programming/analysis skills and retained by TechMaster to develop an online learning platform.