

# Thang, Nguyen

Director of Development Center, Sai Gon-Ha Noi Bank

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## SUMMARY

- Over 18 years of experience in the field of technology, banking and finance. Held important positions such as Director of Mobile Payment at VCCORP, Director of Information Technology at M-Pay, Director of Retail Products and is currently Director of Development Center, Information Technology Division, Saigon - Hanoi Bank (SHB).
- Founder of MiAI.vn - a community with more than 50K members about AI on Facebook. This community is a place for young people, experts and AI technology enthusiasts to share knowledge, experience and update the latest trends in the field of artificial intelligence.

## EXPERIENCE

**2021 - Present**

**Director of Development Center, IT Division**  
**Sai Gon-Ha Noi Bank**

Orientation and organization of activities of the Development Center in the development of information technology systems, including activities:

- Set up a team of over 70 members
- Managing Business Analysis and Testing and Software Development for inhouse development and participation in the implementation of projects.
- Develop and monitor the implementation plan of research and development strategies for new technologies at SHB.

Some big projects have been participating in implementation: Omni Channel project, Core-Banking project, Card project and RLOS project...

**2018 – 2021**

**Deputy Director of Retail Product Center, Retail Division**  
**Sai Gon-Ha Noi Bank**

Support Head of Retail Product to set up and manage Retail Product Center, responsible for Card Products and E-banking Products. Includes activities:

- Setup a team with 15+ members
- Organize and monitor the implementation of market research for Card and E-banking products
- Organize and monitor the development of Card and E-banking products to increase SHB's competitiveness in the market.
- Coordinate with business units in the construction of specific products to create unique competitive points.

**2014 – 2018**

**Director of E-Banking Center, Retail Division**  
**Sai Gon-Ha Noi Bank**

Responsible for managing the E-Banking Center, including activities:

- Set up a team with more than 15 members
- Organize and monitor market research for E-banking products
- Organize and monitor the implementation of E-banking product development to increase SHB's competitiveness in the market.
- Organize the work of building, assigning targets and monitoring the implementation of E-banking segment at business units
- Coordinate with business units in the construction of specific products to create unique competitive points.

**2013 – 2014**

### **Chief Technology Officer**

#### **M-Pay**

Responsible for IT and computer systems that support business goals. My responsibilities include the following:

- Manage over 20 IT staff and develop departmental goals; develop and monitor the IT budget; planning, implementing and maintaining IT systems and operations;
- Manage the organization's software development needs, develop IT policies, procedures and best practices
- Managing the update of IT trends and emerging technologies; developing and implementing IT best practices throughout the organization; ensuring IT strategies and processes support company-wide goals;
- Manage and monitor relationships with suppliers, contractors and service providers;
- Responsible for reporting to the board of directors and other executives on the benefits and risks of new IT related projects.

Some achievements: developing M-Pay mobile application for 6 major banks in Vietnam and successfully implementing e-wallet application eMonkey.

**2012 – 2013**

### **Head of Mobile Payment**

#### **VCCORP**

Responsible for setting up and building a technology platform for a physical card payment solution on mobile phones (similar to mPos.vn). My responsibilities include:

- Set up a team with 5+ members
- Organize and control the implementation of payment application development, connecting with national switching companies and card payment device suppliers.

Some achievements:

- Successfully built a gateway to connect card payments with Banknet according to ISO 8583 standard
- Successfully built and demoed a physical card payment solution on a mobile application.

**2007 – 2012**

### **Head of E-Banking Development Department**

#### **Sai Gon-Ha Noi Bank**

Responsible for technology for the E-Banking system. My responsibilities include the following:

- Managing a team of 10+ employees
- Organize and develop transaction channels in SHB's e-banking system including: Internet Banking, Mobile Banking, Phone Banking and SMS Banking.
- Manage the updating of IT trends and new technologies in the field of e-banking to apply to SHB
- Manage and monitor relationships with payment service providers such as: Smartlink, Banknetvn, Paynet, Payoo...

**2006 – 2007**

### **E-Banking Developer**

#### **Vietnam International Bank (VIB)**

Participate in the development of VIB's e-banking system.

Some achievements:

- Participate in building VIB.'s website
- Successfully researching and deploying VIB+ application that allows customers to conveniently transact on smartphones running Windows Mobile operating system.

2005 – 2006

**Software Developer**  
**FPT Telecom**

Participate in the development of internal systems of FPT Telecom such as warehouse management system, material tracking system and CMS system of VN-Express electronic newspaper.

## STRENGTHS

### Problem-Solving

Ability to analyze a situation, identify challenges, and develop effective solutions

### Research & Development

Ability to innovate, experiment, and develop new products, technologies, or processes

### Communication

Excellent communication skills, fostered collaborations with cross-functionals teams

### Banking Business

Extensive knowledge of banking and financial operations and IT system implementation in these organizations

## EDUCATIONS

2014 – 2015

**Master's degree, Information Technology**  
**Hanoi Open University**

2001 – 2005

**Bachelor of Science, Information Technology**  
**Hanoi Open University**

## SKILLS

IT Infrastructure Management      IT Architect      Banking Business  
Software Development      Management      Project Management  
IT Strategy      Data Science      AI      Machine Learning

## CERTIFICATIONS

### AWS Fundamentals Specialization

**Coursera**

Dec 2023

### Google Project Management

**Coursera**

Nov 2023

### IBM Data Science

**Coursera**

Jul 2022

### Google Data Analytics

**Coursera**

Jun 2023

### Software Architecture & Design of Modern Large-Scale System

**Udemy**

Aug 2024