



Giang Hoang Minh

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ABOUT ME

With hands-on experience in technical support and product implementation, I'm transitioning into consulting and project delivery roles. My experience at Amadeus and Microsoft has equipped me with a strong foundation in system configuration, business requirement analysis, and stakeholder communication. I bring a blend of technical expertise and business insight, capable of delivering effective solutions that align with client needs and operational goals.

WORK EXPERIENCE

TECHNICAL IMPLEMENTATION CONSULTANT – AIRLINE SYSTEMS

Amadeus (via AsTek Vietnam) [07/2024 – Current]

City: Hanoi | **Country:** Vietnam

- Act as a technical consultant and project liaison for airline clients adopting Amadeus GDS products.
- Lead full cycle Amadeus implementation projects including requirement scoping, system configuration, test support, troubleshooting, and production cutover.
- Facilitate client workshops and product walkthroughs to present features, align expectations, and manage technical onboarding.
- Collaborate cross-functionally with global teams across Product, R&D, and Customer Support to ensure successful rollout and customer satisfaction.
- Resolve post-go-live queries via internal ticketing system, and provide expert functional guidance to client-side users.
- Strengthen customer relationships through proactive support, clear communication, and solution-oriented delivery.

MICROSOFT DYNAMICS 365 TECHNICAL ENGINEER L2

Tek Experts [05/2022 – 7/2024]

City: Hanoi | **Country:** Vietnam

- Support Microsoft strategic partners with Dynamics 365 CRM and provide Power Platform solutions.
- Elicit customer requirements to deliver advisory solutions tailored to business needs.
- Collaborate with SharePoint, Azure, and Office teams to resolve complex issues.
- Maintain detailed documentation and ensure compliance with SLA and quality standards.
- Contributed to a globally top-performing vendor team recognized for high KPI scores.

APPRENTICESHIP - TECHNICAL BUSINESS ANALYST

True Skill Center [06/2023 – 12/2023]

- Participated in a digitalization & scale-up project in the transportation industry.
- Analyzed business pain points using BPMN; gathered requirements; created wireframes and mockups.
- Authored API specifications and user stories in Jira.
- Supported project coordination with developers and designers.

WINDOWS TECHNICAL SUPPORT ENGINEER

Tek Experts [09/2019 – 10/2020]

City: Hanoi | Country: Vietnam

- Delivered technical support for Windows products via phone, email, and virtual sessions.
- Provided technical guidance and onboarding support to new hires.
- Organized internal knowledge-sharing sessions.

BUSINESS DEVELOPMENT EXECUTIVE

Circle K Vietnam [07/2018 – 12/2019]

- Analyzed service performance and implemented improvement strategies.
- Sourced new service partners and managed store-level rollouts.
- Successfully launched seven new services and exceeded revenue targets by 20%.

EDUCATION & TRAINING

Technical Business Analyst training program

TrueSkill center [06/2023 – 12/2023]

City: Hanoi | Country: Vietnam |

Bachelor of International Business

Foreign Trade University [08/2013 – 07/2017]

City: Hanoi | Country: Vietnam |

CERTIFICATIONS

Microsoft Certified: Power BI Data Analyst associate PL-300

Issued by Microsoft | [06/2025]

LANGUAGE SKILLS

English – IELTS 8.0 (Listening & Reading: 9.0)

KEY COMPETENCIES

Hard skill	Soft skill
• Requirement Gathering & BPMN Modeling • Functional Documentation & API Specs • Wireframing & Prototyping (Visily, Figma) • System Configuration & Testing Coordination • Backlog Management & Jira • Dynamics 365 CRM, Power Platform	• Stakeholder Communication • Problem-solving & Critical Thinking • Presentation & Client Workshops • Time Management & Attention to Detail