



## Giang Hoang Minh

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### ABOUT ME

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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

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#### 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

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### 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

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### Microsoft Certified: Power BI Data Analyst associate PL-300

*Issued by Microsoft* | [ 06/2025]

## LANGUAGE SKILLS

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English – IELTS 8.0 (Listening & Reading: 9.0)

## KEY COMPETENCIES

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### Hard 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

### Soft skill

- Stakeholder Communication
- Problem-solving & Critical Thinking
- Presentation & Client Workshops
- Time Management & Attention to Detail