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| LUONG TRAN TUAN ANHAddress : Dai Kim – Hoang Mai – Ha NoiPhone : 0388201211Email : luongtrantuananh@gmail.com |
| **Career Objective :** Seeking opportunities to develop my career in the field of Operational Risk Management, where I can apply my knowledge and skills to contribute to risk mitigation and optimize business processes for the company. |

# Experience

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| 2021 – NowSHB- Saigon Hanoi Commercial Joint Stock BankJob Title: Core Application Operations Management SpecialistJob Description: Perform system operations for core banking Intellect and 1link:* Check and monitor the system's operations according to the documentation.
* Handle and resolve simple-level (L level) errors and errors with existing documentation.
* Update changes, upgrade versions, etc., according to the established processes and documentation
* Process customer personal data according to business requirements (if any). Collaborate with the DBA department to prevent risks of personal data loss and mask data in compliance with Decree 13/2023 on Personal Data Protection.
* Collaborate with the Information Security Center to assess security reports before Go-live.

Carry out POS Sign-Off and perform end-of-day processing on the Core Bank system.Participate in the core banking upgrade project.Other tasks assigned by management. |
| 2013 – 2021Hai Ba Trung Vocational Education Center - Continuing Education;Hanoi Vocational College of Industry;HA NOI COLLEGE OF INDUSTRY AND TRADEJob Title: TeacherJob Description: Teach courses related to Information Technology as assigned by the Department of Information Technology2011– 2013DONG LUC JOINT STOCK COMPANYJob Title: IT HelpdeskJob Description: * Identify and resolve technical issues, including software errors, hardware problems, and configuration of sales management software and accounting software systems.
* Monitor and manage IT assets, including the installation, configuration,

and maintenance of computer hardware and software.* Provide technical support to end-users via phone, email, or remote support software to resolve issues related to software, hardware, and network.

2010– 2011DTSoft Software Development and Transfer Co., Ltd.Job Title: Product Implementation & Support SpecialistJob Description: Implement and support the use of the company's products for partners. Report any issues that arise, propose solutions, and communicate customer feedback and requests during the product implementation process to the software development team |

# Education

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| 2006-2010Ha Noi Open University*Engineer of Applied Information technology* |
| 2012-2014Ha Noi University of science and technology*Master of Information technology***Certificate**

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| 2011 | MCITP Certificate |
| 2012 | CCNA Certificate |

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# Skills

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| * Can use some programming languages: C, C++, Java, .NET
* Proficient in MS Visio, Draw.io, Oracle, SQL, PL/SQL
* Knowledge of computer hardware, systems, network…
* Proficient in office software
 | * Knowledge about cloud computing
* Research new trend technology
* Good ability to work independently and in a team
* Good communicated ability
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