
Hung Dam

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MANAGEMENT PROFILE

Manage Software Development with Innovation, Collaboration, Creativity, Vision and Passion.

An Information Technology Manager with a technical background of Software Developer and Database Administrator and management capabilities of eBusiness Director. Possesses experience of software development life cycle (SDLC) and project management including offshore development. Leverages organizational skills, communication skills, team work, and sound technical knowledge to enhance business processes, applications and systems to enable business opportunities.

MANAGEMENT SUMMARY

- **Managed large portfolios** of applications and services on **different platforms & technology**
- **Led medium to large-sized teams** on development and support projects by standardizing **Project Management framework** including **project deliverable templates** for all project phases: Initiating, Planning, Executing, Monitoring & Controlling and Closing
- Experienced in **collaborating with project stakeholders**, key business users, and core project team members to **gather and transform detailed business requirements into technical specifications**
- Managed the development and support of the Coca-Cola B2B Internet Portal (Program), which **gained first \$1 million a day on-line business transaction within 6 months of its production date** and was **nominated for the Computer World-Smithsonian awards**
- Leveraged technical training, annual personal development plan, and performance review process to **continuously develop team members**

PROFESSIONAL EXPERIENCE

Pacer International Inc. Dublin, Ohio

(Nov 2004 – Feb 2010)

– Business Intelligence (BI) Project Manager

(Dec 2008 – Feb 2010)

Led a team of onshore and offshore (Peruvian) resources, consultants, and hosting vendors to develop the Pacer Enterprise Data Warehouse/Business Intelligence (SQL Server BI) Program, in order to present the company integrated product and service information

- Collaborated with business management team to gather detail business requirements
- Consolidated Pacer operational/service information from diverse technology platforms (mainframe, AS/400, and Windows), data sources (SQL Server, Oracle DB, Teradata, Progress DB, DB2, SAP BI/BW), application systems, and hosting set-ups
- Integrated SQL Server BI with MS SharePoint - presentation layer, MS Active Directory – role based security, and MS Team Foundation Server - source object/code management

– Director of eBusiness - Pacer International, Dublin, Ohio (Nov 2004 – Dec 2008)

Adhered to the SDLC methodology to manage the development and support of the company websites, internet applications, and the EDI systems. Effectively initiated the Indian offshore program to support the company critical business strategy.

- Managed the SAP Process Integration (PI/XI)-Seeburger project. Project team included SAP consultants, external consultants, and Peruvian offshore resources. The solution consolidated different EDI technology/platforms (data process layer) to SAP PI/XI-Seeburger; where the customer and vendor on-boarding process was reduced dramatically
- Co-managed the SAP FI (Financial component) implementation, which unifies existing financial software packages. The project success allowed management to standardize and streamline the company financial processes
- Managed the development of the Internet Workflow Document Management Systems (WebSphere Application Server, J2EE, Hibernate, Struts, IBM Content Manager, and DB2). This application:
 - Saved **over \$1 million annually** from the manual process cost
 - Increased Duty Free Shop (DFS) company cash flow by reducing merchandise inventory cycle from 2 weeks down to 72 hours
 - Was utilized by European DHF & Panalpina offices to manage DFS' merchandise shipments
- Managed the development of Vendor Equipment Management Systems (WebSphere Application Server, J2EE, Struts, Hibernate, and DB2). The systems saved over \$500,000 the manual effort annually by shifting the equipment management responsibility to vendors. This is the company first ever project in working with offshore company from India

Primus Software Corporation – Director of Technology Services (Feb 2004 – Nov 2004)

Developed and managed the Project Services practice for corporate clients at The Coca-Cola Company (TCCC) and Siemens Medicals.

The Coca-Cola Company (1985 – 2003)

– eBusiness Manager (2001 – 2003)

Managed a 20-plus team of technical staff, external consultants and IBM Web Hosting resources to develop and support the **company's first Internet portal/programs**, a 2 year \$17 million investment of software and infrastructure. (WebSphere Portal, WebSphere Application Server, J2EE, Struts, EAD4J, Interwoven, Content Manager, Lotus Notes, Oracle, and DB2). Major duties included:

- Managed and monitored program budgets and expenditures
- Managed the scheduling, testing and documentation of projects/program, system software releases
- Managed/facilitated Stakeholder Committee to identify project scopes, priorities within program

The portal/program:

- Gained first **\$1 million a day** on-line business transaction within 6 months of its production date
- Was nominated for the Computer World-Smithsonian awards
- Integrated legacy systems/applications
- Hosted the company forum for business success stories
- Included a speedy Internet solution for the soft drink conversion (from a leading competitor's products to Coca-Cola's), resulting in incremental sales of over 40,000 gallons of syrup

– Team Lead – Project Manager – System Analyst

(1993 – 2001)

Promoted to different roles over the years to manage the development and support of Web-based, Client/Server and Lotus Notes Domino applications.

- Managed the development of the **company’s first extranet systems**, which provided storage, retrieval, display, and shopping basket functions of multimedia for advertising materials and for “Point of Sales” materials. Each re-use of the repository’s content could lead to **saving of \$100 thousands**. The systems were later donated to the US Library of Congress (Oracle, Lotus Notes Domino, and IBM Content Manager)
- Developed and supported multiple client/server applications including the McDonald’s Equipment Quality Maintenance Tracking System to ensure volume sales and product quality at the outlet level (Lotus Notes Domino).

– Database Administrator – Technical Support Specialist (1985 – 1993)

- Backed up, maintained and recovered DB2, CA/Datacom systems as well as maintained fixes, upgrades and new releases
- Designed, enhanced, backed up, and recovered application databases. Provided technical consulting services to company application development and support groups.
- Developed the **company’s first DB2 database**, which encrypted the Coca-Cola soft drink formulas. Established and support the CA/Datacom environment standards and procedures
- Developed the **company’s first on-line skeleton programs**.

OTHER PROFESSIONAL EXPERIENCE

Programmer/Analyst - Kimberly-Clark Corporation, Atlanta, Georgia	(1983 – 1985)
Programmer/Analyst - TaxData Inc., Atlanta, Georgia	(1982 – 1983)
Programmer - Emory University, Atlanta, Georgia	(1982)

EDUCATION

Bachelor of Science, Computer Science
Pennsylvania State University, University Park, Pennsylvania