

ABOUT

With over 13 years interested in the IT area as Network Administrator, IT Manager, Senior IT Consultant, Project Manager and has a strong understanding of Scrum and Kanban, he worked as a passionate Scrum Master to develop and coach agile teams in the methodology.

With his great passion, he is on the way to be an professional Agile expert with a lot of international Agile certificated and coaching experience.



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EXPERIENCE

Agile Coach at Agile Academy Asia | Jan.2020 – present

About 2 year of agile teams coaching, he had trained to Agilead Technology, Marketing and Sales Squad, Agile Academy Asia on the agile process. He had helped the teams navigate agile tools and software and developed standards and requirements for the agile process.

His areas of expertise are Agile, Scrum, Kanban and personal coaching for Scrum teams, Scrum Master, Product Owner, ... Some of Agile teams he has coached as Agilead Technology, MSB, Bravestars Games...

He also supports people and organizations to get Agile international certification from ICAgile, Scrum Alliance, Scrum.org...

Scrum Master - Agile Academy Asia, Agilead Technology | Jan.2020 – Dec.2020

With strong understanding of Scrum and Kanban, his working experiences include:

Training and Mentoring:

Organize training workshop to provide teams with basic knowledge of Agile and Scrum.

Provide training and mentorship to Scrum teams to follow agile values, principles, and practices.

LANGUAGES

- ***Vietnamese***
- ***English***

EDUCATION

Bachelor of Electronics and Telecommunication (major in Informatics) from Hanoi University of Technology, Vietnam (2003 - 2008).

Consult teams to build team canvas and team norms.

Guide teams to apply: HORENSO, Visualize the workflow, Limit work in progress, Focus and Commit to the Goal, etc.

Facilitating:

Facilitate the Scrum events: Sprint Planning, Sprint Review, Sprint Retrospective and Daily Scrum.

Facilitate GTD processes without forcing, assigning, or dictating the work.

Facilitate team meetings and discussions, improve decision making, and conflict resolution process.

Coaching:

Coach team to get a higher level of maturity after assessment

Coach 1:1 with a team member to understand the value of Agile and Scrum if needed.

Ask powerful questions to help team members come up with their solutions.

Coach for team members to balance their work and life and how to align personal goals with the team goals.

Operating:

Build a trusting and safe environment for the Scrum teams

Track and improve team member satisfaction and happiness index at work

Visualize the progress using some tools such as sprint burndown chart, release burndown chart, etc.

Monitor progress and performance and help teams make improvements such as optimizing the cycle time and lead time.

Use safe-to-fail experiments for team members to try new things and develop their skills.

Support PO on product backlog including clarifying the requirements, ensuring backlog is well prepared, educating PO to appreciate grooming and maintaining the product backlog.

Provide any support to the team using a servant leadership style whenever possible, and leading by example.

Ensure the proper use of collaborative processes.

Remove impediments directly or suggesting ideas on how impediments can be addressed (leave it to team members to decide what to do).

Assist internal and external communication, improving transparency in information.

PROFESSIONAL CERTIFICATION

- ICAgile Certified Professional - Agile Coaching (ICP-ACC). [ICA Agile](#)
- Advanced Certified Scrum Master (A-CSM). [Scrum Alliance Inc.](#)
- Certified Scrum Master® (CSM). Scrum Alliance Inc.
- Juniper Networks Certified Internet Associate (JNCIA-FWV)
- Technical Training on Information Security for IT managers
- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Solutions Associate (MCSA)

Car Rental Project Manager, Havaz Co., Ltd | Apr 2019 – Dec 2019

As a project manager , His responded for:

- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that all projects are delivered on-time, within scope and within budget
- Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensure resource availability and allocation
- Develop a detailed project plan to monitor and track progress
- Measure project performance using appropriate tools and techniques
- Report and escalate to management as needed
- Manage the relationship with the client and all stakeholders
- Meet with clients to take detailed ordering briefs and clarify specific requirements of each project
- Delegate project tasks based on junior staff members' individual strengths, skill sets and experience levels
- Track project performance, specifically to analyze the successful completion of short and long-term goals
- Use and continually develop leadership skills
- Attend conferences and training as required to maintain proficiency
- Perform other related duties as assigned

Senior freelance project manager | Aug 2017 – Apr 2019

He experienced all of the small and large projects. His keys responsibility were:

- General Project Consulting
- Define Project Goals
- Define Deliveries & KPIs
- Establish Schedule & Milestones
- Risk Management
- Resource Management
- Budget Management
- Generate Project Reports
- Generate Project Diagrams

Senior IT Consultant for Enterprise Security Product, Tek Experts Co., Ltd | Aug 2014 – Aug 2017

His responsibilities included:

- Being the first technical contact point for customers, working with IT system admins/IT deployment engineers in medium and big size organizations, helping them to solve ongoing issues with different software solutions.
- Performing troubleshooting analysis requests for technical assistance via phone, email, virtual sessions and any other form of communication in a timely, effective, and efficient manner.
- Identifying and escalating situations requiring urgent attention, understanding business impact and priorities.
- Following best practice ticket management processes, including ticket documentation, transferring, escalation and enhancement request submission.

IT Manager, Viet Electronic Business, JSC | Jan 2012- Aug 2014

His responsibilities were:

- Participating in planning and deploying IT project, documenting all tasks for project handover
- Participating in creating end user guide and system operator guide for the corporation

Network Administrator, Vietnam Electricity Corporation | Oct 2008-Oct 2011

His main responsibilities:

- Participating in planning and deploying IT project, documenting all tasks for project handover
- Participating in creating end user guide and system operator guide for the corporation.
- Administering Firewall, Router, Switch, Access Point Systems
- Administering Active Directory System, Email Servers, Proxy Servers, Web Servers.
- Supporting end-user