

Thái Hoàng Mai Học

PROJECT MANAGER

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ABOUT ME

Project Manager with 5 years delivering software and AI products in Vietnam, owning scope, schedule, budget and stakeholder sign-off; currently running two AI products at SMAC Leverage and an AI platform program at IDEAS Institute with stakeholders from 7 or more departments.

Short term: own a multi-team delivery program end to end, applying PMBOK-style planning (WBS, PERT estimation, risk and change control) on hybrid Agile delivery.

Long term: build and lead a PMO that sets delivery standards, portfolio governance and estimation discipline across an organization.

EDUCATION

FPT Polytechnic

College - Software Engineer | 07/2019 - 12/2021

SKILL

Technical Skills

Docker

Solution Architecture

AWS

CI/CD

IaC

Kubernetes

REST

SaaS

AI Agent

Google Cloud

GraphQL

IaC

Microservices

Prompt Engineering

Management Skills

Project Management

Agile

OKRs

Team Management

Backlog Management

PMI

Stakeholder management

Tools

Notion

GitHub Actions

Jenkins

Jira

ERPNext

Plane

Business Skills

BRD

Budget Ownership

Solution Proposal

Vendor Management

Business Model Transformation

WORK EXPERIENCE

PROJECT MANAGER | IDEAS Institute

05/2025 - NOW

- Ran an as-is audit of the AI platform for the board; the six-step delivery sequence I proposed, from stabilizing V1 through to a measured orchestrator spike, was approved as the execution order for the year.
- Drove the shift from headcount-based monthly billing to project-based milestone billing: designed a seven-package delivery structure and authored the scope statement, target architecture and a 59-page BRD with 11

BPMN process diagrams as the contractual basis.

- Re-planned the enterprise SSO program after finding the incumbent vendor proposal unimplemented and mismatched to the stack; rebuilt the estimate with PERT and risk factors to roughly 310 man-days, about twice the original plan.
- Gated a Lead Agent and ERP integration PoC: found the real target CRM differed from the approved requirement set, documented five scope conflicts, and set a four-week schedule with a pre-agreed scope-cut order.
- Defined and prioritized the MVP (AI agent management, multi-channel chatbot, knowledge base with RBAC, LMS integration) with stakeholders from 7 or more departments, and cut inference cost through serverless-GPU model routing on AWS Singapore.

ENGINEERING MANAGER | SMAC LEVERAGE GROUP JSC

06/2026 - 09/2026

- Owned the commercial decision pack that leadership used to approve the launch of SAORA.AI and AI Marketing: an 18-month financial model, a 90-capability competitive benchmark, and the trial package unit economics.
- Advised the board on commercial-team structure ahead of launch: recommended against headcount cuts for the quarter, set an evidence-based decision gate, and named the capability gap that actually blocked both products.
- Built the production QA regression process on live customer channels, including a no-price-disclosure policy verified at 100% compliance across 11 scenarios, and ran defect triage through to the release gate.
- Consolidated a cross-functional team of 5 onto one delivery board (51 work items migrated from Odoo to Plane) and digitized payroll and HR on ERPNext, validated across three payroll cycles.

IT MANAGER | TIEN PHONG CDS JSC

09/2025 - 06/2026

- Took SmartShop, a multi-vendor e-commerce marketplace documented across 40+ BPMN process flows, from MOIT regulatory registration through to launch, owning scope, timeline and stakeholder sign-off on a legally gated go-live.
- Cut IT operating cost 30% against baseline as owner of the annual budget, reporting OKRs, delivery KPIs and a 99.9% uptime SLA to C-level stakeholders.
- Scaled delivery across a 20-person engineering and operations team; the Agile cadence I established raised deployment frequency to 10 per day and cut deployment time from 60 to 15 minutes.
- Led a security-hardening workstream with zero P1 incidents across two consecutive quarters.

R&D MANAGER | TIEN PHONG CDS JSC

06/2024 - 09/2025

- Turned AI Marketing from an internal R&D track into a monthly SaaS subscription with its first two paying customers, cutting content-production time by more than 30%.
- Delivered the AI System platform to an enterprise client across Marketing and Sales, enabling C-level users to build custom AI agents, with a reported operational productivity gain above 50%.
- Solo-managed end-to-end delivery of Novadreams, a 20-module travel and ticketing platform, from project plan and risk register through to deployment, as the single point of contact for the client and partners.
- Managed a cross-functional R&D team of 10 (AI, Backend, Frontend, QA, DevOps), owned the AI-first technology roadmap, and negotiated a 20% discount on the annual cloud commitment with AWS and CMC Cloud.

DEVOPS ENGINEER | TIEN PHONG CDS JSC

12/2021 - 12/2024

- Designed and operated multi-cloud AWS and GCP infrastructure (Kubernetes, auto-scaling policies, hybrid interoperability with on-premise systems) with CI/CD pipelines on GitHub Actions, GitLab CI and Jenkins.

- Implemented security and disaster-recovery controls (IAM, encryption, WAF, AWS Shield, API Gateway, automated snapshots, multi-region replication) and monitoring on Prometheus, Grafana and ELK for production workloads.

BACKEND LEADER | TIEN PHONG CDS JOINT STOCK COMPANY

12/2021 - 06/2024

- Migrated e-commerce and marketing backend services to a microservices architecture on Lumen PHP and GraphQL, integrating payment gateways (Stripe, PayPal, MoMo, VNPAY) and marketing platforms (Mailchimp, Accesstrade, OpenAI for SEO automation).
- Set coding standards and API security practices (OAuth2, JWT, rate limiting) for the backend team, led sprint planning with product and frontend teams, and shipped recommendation and fraud-detection features.

FOREIGN LANGUAGE

English (Intermediate)

HIGHLIGHT PROJECT

IDEAS – AI Platform & AI Agent Ecosystem [↗](#)

05/2025 - NOW

AI Platform - a centralized AI ecosystem with:

- Knowledge Base management (multi-format ingest, auto-extract, indexing, embeddings, RBAC).
- Semantic Search over the entire KB.
- AI Agent management for department-specific agents (Recruit, Marketing Research, Content, Education, Customer Service, Accounting) with persona, Knowledge Base scope, workflows.
- Multi-channel Chatbot (Website now; Zalo OA, Messenger on roadmap) with human handoff.
- Marketing Research and Content Marketing tooling: keyword harvesting, insight pipeline feeding into a brand-consistent Content Agent.
- Workflow automation (n8n + custom orchestration), reporting, and integration with internal LMS, Odoo, external APIs.
- 1-year strategic roadmap: Phase 1 (multi-model agents, Workspace, LMS SSO, Mindmap & Learning Path) and Phase 2 (BI System with NLP-driven reporting, AI insights).
- Defined and prioritized MVP feature set (AI Agent management, ChatBot apps, Knowledge Base, RBAC, LMS / Website integration); built backlog and ran Scrum (4 sprints × 2 weeks).
- Worked directly with IDEAS stakeholders across 7+ departments to surface pain points and translate into product requirements.
- Authored 1-year strategic roadmap (AI Platform Phase 1 + BI System Phase 2).
- Designed dual-environment architecture on AWS Singapore (Production + Staging) with VPC, public/private subnets, ECS Fargate, ALB, CloudFront + S3, AWS WAF.
- Provisioned managed data tier: DocumentDB, Qdrant Vector DB, Redis, RabbitMQ, n8n - multi-AZ for HA.
- Authored AWS cost model (Production ~15M VND/month, Staging ~4.8M VND/month) and VPS fallback design (~3.5M VND/month) for cost-sensitive scenarios.
- Adopted Serverless GPU strategy: OpenRouter for fast LLM access; RunPod Serverless / vLLM for self-hosted high-throughput inference - cost-optimized via model routing.

SmartShop – Multi-vendor E-commerce Marketplace [↗](#)

01/2026 - 05/2026

Multi-vendor e-commerce marketplace platform, with the following

- Customer Portal: search, cart, multi-shop split checkout, order tracking, returns.
- Seller Portal: shop registration (KYC), product management, order processing, vouchers, finance & withdrawal.

- Admin Portal: category & seller approval, content moderation, dispute resolution, banner & voucher management, Ministry of Industry and Trade reporting.
- Multi-payment integration (VNPay, MoMo, ZaloPay, SmartPay) and multi-shipping (Giaohangnhanh, Giaohangtietkiem, ViettelPost).
- Ministry of Industry and Trade integration: encrypted credentials, automated periodic reports, 2-level approval for investigation data exports.
- Architected and delivered 3-tier multi-vendor marketplace with Master Order / Sub-Order pattern (single checkout splits into per-shop sub-orders), 40+ documented BPMN business processes across Customer / Seller / Admin portals.
- Built payment integration layer: VNPay, MoMo, ZaloPay, SmartPay (HMAC-SHA512 webhook verification, idempotent handling) and multi-shipping: Giaohangnhanh, Giaohangtietkiem, ViettelPost.
- Implemented Ministry of Industry and Trade integration: AES-256 encrypted credentials, automated periodic reports, 2-level approval for investigation data exports, MOIT-registered as official Ecommerce.
- Established observability + security baseline: audit log immutability, 2FA for admins, JWT auth, OAuth2, rate limiting, CSRF/XSS protection, OWASP-compliant.

Novadreams Project [↗](#)

01/2025 - 08/2025

Travel & ticketing software implementation including: Sales tracking, CRM, trip scheduling, ticket booking & tracking, stock control, product handling & promotions, sales processing & transaction management, SMS & Email notifications, EzTicket for seamless ticketing operations.

- Developed comprehensive project plans (scope, budget, resource allocation, timelines, milestones).
- Acted as primary point of contact between client, partners, and internal teams.
- Identified, evaluated, and proactively managed risks related to timeline, quality, and resources.
- Solo-managed end-to-end delivery (planning, deployment, monitoring) for 20-module travel/ticketing platform.
- Deployed source code on production and staging servers, ensuring stability and scalability.
- Established backup strategies and schedules for databases, services, and storage.
- Optimized website loading speed, caching mechanisms, and SEO performance.

Trung Nguyen International – King Coffee Project [↗](#)

05/2023 - 05/2024

The King Coffee software implementation project includes modules such as:

- Sales & Customer Management: Sales tracking, CRM integration.
- Inventory & Product Management: Stock control, product display, warranty activation.
- Promotion & Membership: Multi-target promotions, membership programs, freelancer platform.
- Enterprise Solutions: DMS, ERP, CRM.
- Payment Gateways: VpBank, Alepay Installment (Ngan Luong), Visa/MasterCard.
- Shipping & Logistics: GHTK, ViettelPost (VTP), Grab.
- Customer Engagement: Chatbot, gamification (lucky rotation).

Mutosi Group – Multi-channel & Multi-platform Sales System [↗](#)

12/2021 - 12/2023

Multi-channel sales system including: Sales tracking & CRM, inventory & product display, warranty activation, multi target promotions, membership programs, freelancer platform, IoT smart device monitoring & control, DMS/ERP/CRM integration, payment gateways (VPBank, Alepay, Visa/Master), e-commerce platforms (Tiki, Lazada, Shopee, TikTokShop), shipping partners (GHTK, ViettelPost), chatbot, and gamification.

- Deployed and managed source code on AWS Cloud, ensuring scalability and reliability.
- Maintained, optimized, and refactored source code for system performance.
- Utilized AWS CloudWatch and other monitoring tools to track traffic patterns and identify bottlenecks.
- Proposed Cloud optimization solutions for the customer; optimized page loading and SEO.

- Implemented strategic S3 storage optimization based on usage types to reduce costs.
- Deployed K8S clusters on CMC Cloud, ensuring containerized workloads run efficiently.
- Implemented Nginx Ingress Controller for efficient K8S load balancing.
- Conducted Pentest simulations identifying 20 vulnerabilities, all remediated before go-live.
- Performed Load & Stress Testing; supported 1,000 CCU during sales campaigns.

Nutifood – NutifoodShop E-commerce Sales System [↗](#)

12/2021 - 05/2022

Digital transformation for multi-channel & multi-platform sales - distributing powdered milk, liquid milk, and pre-mixed milk to all subjects:

- Distributors, Stores, Consumers. Successfully deployed Affiliate model, helping increase sales from affiliate sources.
- Deployed source code to GCP (GKE) production cluster.
- Maintained and optimized source code for performance.
- Tracked and analyzed traffic; proposed Cloud optimization solutions to customer.
- Sustained 30% YoY traffic growth without downtime.
- Platform: GCP (GKE)- API Development: RESTful API
- Programming languages: PHP Lumen Micro Framework, Docker

CERTIFICATE

AWS Complete Bootcamp

Code Star | 07/2024

Microsoft Office Specialist Powerpoint 2016

Microsoft | 12/2021