



LUU PHAN THANH

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SUMMARY

IT specialist with experience in Siemens CAD/CAM/CAE/PLM solutions, IT infrastructure management, and process automation. Skilled in system administration, pre-sales consulting, and AI application for task optimization. Seeking to leverage expertise in advanced PLM solutions and IT operations to drive innovation and efficiency in future roles.

WORK EXPERIENCE

IT Leader - SDE Digital Technology Company

April 2018 - September 2024

- Responsible for operating the SDE Support Center (SSC) team, overseeing consulting, implementation, and maintenance of Siemens' CAD/CAM/CAE/PLM software and clients' IT systems.
- Provide in-depth pre-sales solution consulting support across Vietnam, including customer training and resolving technical issues related to Siemens' PLM portfolio applications.
- Collaborate with product development teams to ensure customer needs are met with new technologies and PLM solution enhancements:
 - Develop and execute test cases for Teamcenter 2-tier and 4-tier systems.
- Consult and contribute to government software bidding projects in education and industrial sectors.
- Manage internal IT infrastructure, including:
 - Microsoft 365 System Administration: Manage user accounts and access to email, OneDrive, and Microsoft Teams; configure and monitor security.
 - Automating Approval Processes: Use Power Automate to create automated workflows for requests such as leave applications, business trips, and procurement.
 - Internal Data Administration: Manage users and permissions, configure and manage storage space, set up and manage RAID and drives, configure backup and recovery, manage remote access and system security, monitor performance, and troubleshoot issues.
 - Device Maintenance: Repair computers and printers, install Windows operating systems, set up Wi-Fi and LAN networks, and resolve user-reported issues.
 - Camera System Management: Install, repair, and back up data for surveillance systems.
 - Research and apply AI for data analysis and use Python to automate internal tasks.

Technical Specialist - Phuong Nam Computer Company - Binh Phuoc

2013 - 2017

- Led a technical team providing end-user support and IT consultancy services.
- Resolved Windows OS, application issues, and hardware troubleshooting for printers, scanners, and fax machines.
- Managed network infrastructure, including LAN and WAN.
- Integrated internal server systems and advised clients on IT environment security and software solutions (OS, mail, database, etc.).

ADDITIONAL INFORMATION

- **Technical Skills:** Problem-Solving, Troubleshooting, Critical Thinking, Artificial Intelligence (AI), Data Analytics, Microsoft 365, Power Automate, PLM Teamcenter, Amazon Web Services (AWS), Shell Scripting, Windows.
- **Languages:** English, Vietnamese.
- **Certifications:** <https://www.credly.com/users/luu-phan-thanh>

EDUCATION

Rubber Industry College - Information Technology

2009 - 2012

- Binh Phuoc, Vietnam

Nguyen Du High School

2006 - 2009

- Binh Phuoc, Vietnam

PROJECTS

Project 1: Science & Technology Project: Research, design, and manufacture of a 4-wheel tractor with a capacity of up to 50HP under a Vietnamese brand.

- **Domain:** Automotive Industry
- **Client:** TRUONG HAI GROUP CORPORATION
- **Duration:** June 2019 – December 2019
- **Role:** Software Engineer
- **Project Description:**
 - Implemented new Teamcenter 12 software.
 - Worked with Organization, My Teamcenter, Structure Manager, BMIDE.
 - Conducted testing and wrote test cases for new patches.
 - Enhanced and coordinated with developers to resolve bugs.
 - Supported end users with login issues, item creation, dataset creation, check-in & check-out, BOM structure creation, user activation, and deactivation within the organization, Active Workspace.
- **Skills/Tool:** Teamcenter Rapid Start 12, NX 12, NX 11, Windows Systems, Network.
- **Location:** Chu Lai, Quang Nam

Project 2: Implementation and training of Teamcenter Rapid Start

- **Domain:** Automotive Industry
- **Client:** TRUONG HAI GROUP CORPORATION
- **Duration:** January 2020
- **Role:** Software Engineer
- **Project Description:**
 - Installed and set up a management system on the Teamcenter Rapid Start platform.
 - Integrated related software on the Teamcenter platform.
 - Provided technical training for using and operating Teamcenter.
- **Skills/Tool:** Teamcenter Rapid Start 12, NX 12, NX 11, Windows Systems, Network.
- **Location:** Chu Lai, Quang Nam

Project 3: Procurement and installation of equipment and software for the Digital Laboratory for research and development in engineering fields.

- **Domain:** Education
- **Client:** QUY NHON UNIVERSITY
- **Duration:** September 2023 – November 2023
- **Role:** Project Manager
- **Project Description:**
 - Prepared tender documents.
 - Installed computers and software.
 - Integrated software under the contract.
 - Provided training for software usage under the contract.
 - Conducted project acceptance.
 - Organized seminars.
 - Wrote project closure report.
- **Skills/Tool:** NX 2306, Simcenter 3D, Simcenter 1D, Solid Edge Electrical, Windows Systems, Network.
- **Location:** Quy Nhon, Binh Dinh