DONG PHUNG

Director/ Researcher

🟧 ABOUT ME

Highly effective IT Solutions Director with over 19 years' experience specializing in higher education and smart cities. Has contributed to and led several successful national IT projects. Offering an array of skills in business development, solutions counselling, research, developing and implementing new initiatives, design thinking, team leadership and stakeholder engagement. Proven ability in leading organizations and teams to new levels of performance by utilizing creativity and innovation that drive alignment and achievement of corporate goals. He has embarked on AI and forecasting model to develop applications and training programs for Smart City Solutions and Digital Transformation.

🟧 PERSONAL AND SKILLS SUMMARY

- Active, creative and proactive
- Advanced computer skills
- Excellent communication skills
- Hard working
- Work under high pressure
- Excellent time management skills
- Ability to work well in a team
- Excellent customer service

🟧 EMPLOYMENT

02/2020 – To Date: Asian Institute of Technology (AIT)
Director of AIT-VN

01/2019 – 01/2020: AIC Group
Director of Department of R&D Software Solutions for Smart Cities

11/2018 – To Date: Hanoi University
Lecturer

08/2015 – 08/2018: University of Technology Sydney
PhD Candidate at School of Information, Systems and Modelling, Faculty of Engineering and IT, University of Technology Sydney, Australia

04/2004 – 07/2015: Hanoi University
Deputy director of Centre for Information Technology, concurrently the head of Department of Computer Science

07/2001 – 03/2004: Ministry of Education and Training (MOET), Vietnam
IT Specialist of Personnel and Organization Department and The Support for MOET Project funded by European Commission

🟧 EXPERIENCE

01/2019 – 01/2020: Systems analyst and IT project manager (AIC Group)

Leading and managing the planning, design and delivery of IT solutions for Smart Cities and Smart Nation.

11/2018 – To Date: Researcher/Lecturer (Hanoi University)

Teaching and research in information systems, and investigating and upgrading the existing application programs

08/2015 – 08/2018: Higher Degree Research
Doing higher degree research (PhD) in information systems at the Faculty of Engineering and IT, University of Technology Sydney, Australia

04/2004-07/2015: IT developer, manager and lecturer (Hanoi University)
Developing IT systems for the whole University in order to strengthen training, research and management activities; Researching, designing, coding, implementing application programs applied in the whole departments of the University such as E-Governance System (EGOV), Student Portal, University Portal and HR System, etc.
Technical Support for English Discoveries Online Project (Project of EduSoft Company, Israel);

EXPERIENCE (cont.)

Training IT skills for staffs, teachers and students. Teaching and researching at the Faculty of Information Technology

10/12 - 12/13: IT Consultant

University of Science and Technology of Hanoi Development (New Model University) Project (ADB-Government of Vietnam)
Activities performed: Designing website, managing and developing IT system for the whole Project
Positions held: Consultant, designer, developer and maintainer

01/10 - 06/12: IT Consultant

The Second Higher Education Project, (World Bank- Government of Vietnam)
Activities performed: Designing website; consulting, managing and developing IT system for the whole Project.
Positions held: Consultant, designer, developer and maintainer

12/06 - 12/11: IT Consultant

The Building Capacity in Education Planning Project (Asian Development Bank - Government of Vietnam)
Activities performed: Designing, developing and operating the project's website; Participating in education planning software as required by the project; Taking part in building software manual.
Positions held: Consultant, designer, developer and maintainer

05/08 - 12/08: IT Consultant

The Vietnam Social Security Modernization Project (World Bank - Vietnam Social Security)
Activities performed: Drawing upon the results of self-assessment questionnaires and field visits to selected offices in all provinces in Vietnam; Preparing a final report for the development of proposed Vietnam Social Security IT's Model
Positions held: Investigator, consultant

04/07 - 12/07: IT consultant

Ministry of Education and Training, Vietnam
Activities performed: Building a general standard IT in student management for all colleges and universities and a general model architecture technical of the Student Management Information System
Positions held: Investigator, consultant.

06/06 - 09/06: IT consultant

The Support to the Renovation of Education Management Project (European Commission - Government of Vietnam)
Activities performed: Holding conferences; investigating, collecting and analysing information in order to gather user's needs, related procedures and processes for the development of (National) Education Management Information System
Positions held: consultant and admin

03/05 - 12/07: IT consultant

The Primary Teacher Development Project for Vietnam (World Bank - Government of Vietnam)
Activities performed: The main and unique consultant was responsible for investigating, designing and coding the Primary Development Information System; implementing of the new software; documenting the software manual and training end users; analysing data in order to create reports for project management.
Positions held: consultant, designer, developer and maintainer

09/01 - 12/04: IT consultant

The Support to the MOET Project (European Commission - Government of Vietnam)
Activities performed: Participating in the development of websites and the Education Management Information System (EMIS) for all Departments of Education and Training of 63 provinces in Vietnam
Positions held: consultant, designer, developer and maintainer

06/01 - 10/03: IT specialist

Personnel and Organization Department, Ministry of Education and Training, Vietnam
Activities performed: Designing system: being one of the two key designers of Personnel Management Information System (PMIS). Programming: dealing with all outputs and operational functions of the system. Writing manuals for training workshops, technology transfer and deployment throughout the country. Organising national conferences.
Positions held: designer, developer, maintainer, and executive secretary

⭐ AWARDS

2017: Best paper award: The 28th Australasian Conference on Information Systems (Dec), Australia
2015: Doctoral Scholarship: Vietnam International Education Development and University of Technology Sydney
2013: Presidential Commendation Award University of Central Lancashire, UK

🖼 EDUCATION

08/2015-08/2019: PhD in Information Systems (Eligible for Chancellor's Award)

School of Information, Systems and Modelling, Faculty of Engineering and IT, University of Technology Sydney, Australia

03/2011-01/2013: Master of Science (Merit)

Master in Information Systems Design, University of Central Lancashire, UK

09/2009-12/2011: Master of Arts (Distinction)

Master in Education Management, National Institute of Education Management, Vietnam

09/1997-06/2001: Bachelor of Science (Merit)

Bachelor in Applied Informatics and Mathematics, University of Sciences, Vietnam

▦ COMPUTER SKILLS

Web programming		Application programming	
HTML/ DHTML	★★★★	Visual Basic / C#	★★★★
VB Script	★★★★★	Python	★★★★
Java Script	★★★★	**Microsoft Visual Studio**	★★★★
Active Server Pages (ASP)	★★★★★	**Networking/Server**	
Microsoft. FrontPage	★★★★★	Windows 2003, 2008, 2012, 2016	★★★
Design Methodology		Internet Information Server (IIS)	★★★★★
UML	★★★★	Content Management Systems	★★★★★
Database Design	★★★★★	**Microsoft Office:** Word, Excel,	★★★★★
Microsoft SQL Server	★★★★	PowerPoint, Access	

👤 STATISTICAL ANALYSIS: METHODS & TECHNIQUES

Quantitative (e.g., surveys, experiments), qualitative (e.g., focus groups, interviews) and mixed methods
Using SPSS, AMOS, and NVIVO: Descriptive analysis, EFA, CFA and SEM

⭐ OTHER SCHOLARLY AND OUTREACH ACTIVITIES

- Reviewer for the journal "Behaviour & Information Technology", Taylor & Francis Online, 2019 - To Date
- Invited Speaker: Presentation to academics at The Vietnam Institute of Educational Sciences as part of UTS Insearch (Australia) Course, Writing and Presenting Research in English. Mar 2019
- Invited Speaker: Presentation to academics at Hanoi University of Science and Technology (HUST) as part of UTS Insearch (Australia) Course, Writing and Presenting Research in English. December 2018
- PC Member for ISD 2017 (The 26th International Conference on Information Systems Development), September 2017

🔗 RESEARCH INTERESTS

- AI and Smart Cities
- Information systems (analysis and design) and Knowledge management systems
- IT management and leadership

LIST OF PUBLICATIONS

1. Phung et al. (2019). How Knowledge Sharing Behaviour Leads to Innovative Work Behaviour: A moderating role of Transformational leadership. Journal of Systems and Information Technology
2. Phung et al. (2019). Promoting Knowledge Sharing amongst Academics: A Case Study from Vietnam. Journal of Information & Knowledge Management
3. Phung et al. (2018). Knowledge Sharing and Innovative Work Behavior: An Extension of Social Cognitive Theory. In Crowdsourcing and Knowledge Management in Contemporary Business Environments (pp. 71-102): IGI Global
4. Phung et al. (2018). Exploring How Environmental and Personal Factors Influence Knowledge Sharing Behavior Leads to Innovative Work Behavior. In Advances in Information Systems Development: Methods, Tools and Management (Vol. 26): Springer
5. Phung et al. (2017). Knowledge Sharing and Innovative Work Behaviour: A Case Study from Vietnam. The 28th Australasian Conference on Information Systems (ACIS2017). December 2017, Hobart, Australia
6. Phung et al. (2017). The Influence of KS Behaviour and Transactive Memory Systems on Innovative Work Behaviour: A Conceptual Model. The 9th International Conference on Knowledge and Systems Engineering (KSE2017). IEEE. October 2017, Hue, Vietnam
7. Phung et al. (2017). Exploring How Environmental and Personal Factors Influence Knowledge Sharing Behaviour Leads to Innovative Work Behaviour in Vietnamese Higher Education Institutions. The 26th International Conference on Information Systems Development (ISD2017). September 2017, Larnaca, Cyprus
8. Phung et al. (2017). Exploring Factors Influencing Knowledge Sharing Behaviour: The Moderating Effect of Transformational Leadership. The 18th European Conference on Knowledge Management (ECKM 2017). September 2017, Barcelona, Spain
9. Phung et al. (2017). Applying the Fuzzy Analytic Network Process to Establish the Relative Importance of Knowledge Sharing Barriers. The 19th International Conference on Information and Knowledge Management. March 2017, London, UK
10. Phung et al. (2016). Classifying knowledge-sharing barriers by organisational structure in order to find ways to remove these barriers. The 8th International Conference on Knowledge and Systems Engineering (KSE2016). IEEE. October 2016, Hanoi

Research Showcase

11. How Knowledge Sharing leads to Innovative Work Behaviour in Organisations, UTS Faculty of Engineering and IT, Research Showcase 2018

12. Promoting knowledge sharing for innovation in organisations. UTS Faculty of Engineering and IT, Research Showcase 2017

RESEARCH PROJECTS

1. Phung Van Dong (principal investigator). Project title: "Research and develop the E-Governance Information System (EGOV) for the Hanoi University" (University-level). 2006
2. Phung Van Dong (principal investigator). Project title: "Research and develop the Items Bank and Online Testing System for the Hanoi University" (University-level). 2008
3. Phung Van Dong (principal-investigator). Project title: "Research and develop the Teaching Program Details of IT Skills Subject" (University-level). 2011
4. Phung Van Dong (principal-investigator). Project title: "Research and develop the Teaching Program Materials of IT Skills Subject" (University-level). 2011
5. Phung Van Dong (coo-investigator). Project title: "Research and develop the CMS Framework for the Hanoi University" (University-level). 2013
6. Phung Van Dong (principal investigator). Project title: "Research and develop the Knowledge Management Systems (KMS) for the Hanoi University" (University-level). 2014
7. Phung Van Dong (coo-investigator). Project title: "Research and develop the Personnel Management Systems for the Hanoi University" (University-level). 2014
8. Phung Van Dong (coo-investigator). Project title: "Research the Information encryption and some pilot proposed-applications at the Hanoi University" (University-level). 2015