



VU DUC HOAN

Field Service manager

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521 Co Nhue, Bac Tu Liem,
Hanoi, Vietnam

EDUCATION

Military Technical
Academy
2002 - 2007

EXPERTISE

Electrical control system

Hydraulic system

Pneumatic

Combustion engine

Mining equipment

Construction machine

Heavy equipment

Maintenance and
repair MHE

LANGUAGE

English

SKILL

Office 365, outlook &
Microsoft team, internet

AS400 and PSRT

Spare part software

ABOUT ME

Worked in different industries for 17 years such as mining machinery, heavy construction equipment, cement industry and agriculture machine as the role of service engineer, service team leader and territory after sale service manager. Now looking forward new challengers.

WORK EXPERIENCE

Feb 2021- Present

Crown Heavy Equipment Vietnam
Hanoi Branch, Vietnam



Field Service Manager North and Middle Vietnam

Service management all Crown lift truck equipment sold in the Northern and Middle of Vietnam. Responsible for ensuring the operational excellence of the technical service team under management. Monitoring and managing individual performance in accordance with set KPI targets. Increase client satisfaction and provide support in generating opportunities for growth. Ensure Service Technicians and Supervisors have the necessary skills, training & information to meet the KPI's that set. Ensure Field Service Technicians and Supervisors are aware of monthly workloads & understand the departments KPI's. Conduct regular customer visits Reduce the risk of injuries and specifically reduce the LTI's. Meet with, understand, and address the needs of customers to help improve customer relations and retention.

2018-2021

Kubota Viet Nam
Hanoi Branch, Vietnam



Northern after sale service Manager

Manage after-sales activities of 11 Dealers Agriculture machine in Northern Vietnam. Monitoring and promote after-sales active follow Kubota standards. Support Dealer to carry out routine machine maintenance and mobile maintenance campaigns. Evaluate and approve machine warranty case, monitor and promote customer care targets of each Dealer monthly, quarterly and annually. Judge technical skill and Dealer's facility. On-site working to investigate service quality and customer satisfaction. Evaluate and recommend improving product quality.

2013-2017

Welding Alloy Vietnam
Hanoi, Vietnam



Production manager

Organize and manage all production activities, ensuring the effectively, quality, on schedule and saving on costs as well as supplies as required. On-site inspection to estimate the working plan, materials consumption, manpower, facility and equipment ... to assist salesman quotes for customers; take responsibility for technical terms in contracts. Get the contracts request from the Sales Department and proceeding follow as committed. Daily monitor and data collection to improve quality of works. H&S monitoring and LTI's monthly report to head quarter. Manage employees: Planning, organizing and controlling. Training for workers, leader ensures safety, 5S and ISO9001.

PERSONAL

Graduated from university of machinery technology
International company working experience

High Energy and Motivation
Results Orientated

Willing to work overtime or travel abroad.
Ability to work under high pressure.

Outstanding technical & financial analysis skills
Demonstrative Leadership Skills and Experience
Good management skills
Skillful in presentations, communication and negotiate

2010 - 2012

Komatsu Vietnam JSC
Hanoi, Vietnam



After sale service team leader

Head representative office of Komatsu Vietnam in middle's Vietnam area. Manage KVN office and all Komatsu' equipment had sold at Thach Khe iron mine. Take full maintenance for all MHE at Nghe An, Thanh Hoa and Ha Tinh area. Assembly and delivery the new constructions equipment such as Dump truck, hydraulic excavator, bulldozer, motor graders...etc. Guiding O&M, makes schedule routine machines' maintenance. Inspect failure and carrying out troubleshooting of machines. Plan consumable spare part and labor to ensure all equipment are in ready situation to achieve KPI target. Taking care customers in area and promote PSSR.

2007 - 2009

Atlas Copco Vietnam
Hanoi, Vietnam



Service Engineer

Service engineer for Atlas Copco mining equipment such as Surface drilling machine, air compressor, tunnel drilling machines. Do the machines' installation, start-up and commissioning, warranty jobs, training for customer, troubleshooting machine's technical troubles. Repair machines at job site and report to Service Supervisor. Support salesmen in technical matters.

REFERENCES

Dang Trong Phuoc

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