

PROFESSIONAL SUMMARY

Duy is a Business Development Manager focused on two areas of work: presales consulting to maximize Atlassian value, and project delivery for IT product and ITSM initiatives. An end-user at heart, he designs practical workflows for both IT and business teams across Jira, Confluence, ClickUp, Linear, and Notion. Certifications: Atlassian Certified Project Manager, ITIL Specialist.

EMPLOYMENT HISTORY

Business Development Manager, AgileOps [agileops.vn]

SEPT 2024 – PRESENT

Business development:

- Lead presales discovery and craft Atlassian-focused PoC demos that prove value and de-risk adoption.
- Partner with cross-functional teams to design solutions aligned to client goals, governance, and ROI.
- Diagnose pain points and map current/future workflows across Jira/Confluence/JSM to boost efficiency.
- Produce enablement content (user guides, playbooks, blogs) and run workshops to drive adoption.
- Inject AI automation into internal processes (quote verification, assistant bots) to speed cycles and reduce manual work.

Project management:

- Manage end-to-end delivery of IT product and IT service projects from initiation to rollout and support.
- Ensure on-time implementation by owning schedules, risks, and dependencies with clear progress tracking.
- Lead stakeholder communication with concise updates, decision logs, and timely issue escalation.
- Produce project documentation (plans, SOPs, runbooks, knowledge base) for consistency and reuse.
- Facilitate smooth multi-team collaboration using Jira, Confluence, ClickUp, Linear, and Notion.

Resource Development Coordinator, Habitat for Humanity Vietnam

MAR 2022 – AUG 2024

- Developed programs and projects that include promoting equitable and inclusive housing policies.
- Piloted initiatives in housing construction using innovative technology such as using compressed stabilised earth blocks for ethnic minorities.
- Nurturing strong relationships with partner development organisation, local and central government agencies, private sector entities to develop sustainable housing solutions for marginalised populations.

Program and Institutional Funding Officer, Oxfam in Vietnam

JUL 2019 – MAR 2022

- Led initiatives and pilots aimed at policies promoting sustainable development in various sectors using innovative technology (public investment, financial literacy, legal advice, ...)
- Coordinator activities for project "Advocacy Coalitions Claiming Civil Society Space for Good Governance."
- Designed and implemented the MEL system for Project "Biomass Gasification Technology – Sustainable Energy Solution for Agri-Food Processing and Waste Management in Rural Areas of Vietnam"

Grants and Report Writer, Blue Dragon Children's Foundation

MAR 2017 – JUL 2019

- Developed proposals of projects supporting street children, victims of human trafficking and children at-risk of human trafficking, and submitted to grant makers, private foundations and major donors, contributing to the fundraising achievement of USD1.48 million.
- Supported the CEO and fundraising staff with information briefs, program learning documents and case studies, further contributing to the organization's annual income of USD2.26 million.
- Supported the CEO, the Communications and Fundraising Manager, and the Resources and Partnerships Leader in managing existing institutional donors, ensuring high-quality reports are submitted on time leading to higher donor retention and renewal.

LINKS

[LinkedIn](#)

EDUCATION

Bachelor of Arts, Monash University, Melbourne

JUL 2013 – OCT 2016

Majors: Politics and History

SKILLS

Business Development

Presales

Atlassian Consulting

Project Management

Stakeholder Communication

Documentation & Organization

CERTIFICATIONS

Atlassian Certified Jira Service Project Manager (ACP - 420)

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Atlassian Certified in Managing Jira Projects for Cloud (ACP - 620)

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ITIL® 4 Specialist Create, Deliver and Support Certificate

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