

## PROFILE

Kiet is a veteran in the IT industry with over 10 years of experience in IT service management. He has a strong background in software development management and is an expert in Atlassian tools.

Early in his career, Kiet worked as a Software Development Manager at a local software firm. He was responsible for managing and delivering software projects to clients in the Asia-Pacific region. During this time, he developed a deep understanding of the software development process and how to apply IT service management principles to improve efficiency and effectiveness.

Later, Kiet focused on becoming an ITSM expert and Atlassian tool expert. He is now certified as an Atlassian Certified Master, a DevOps Solution Architect and an ITIL Specialist. He is also a Professional Scrum Master. Kiet's expertise in IT service management and Atlassian tools makes him a valuable asset to any organization. He is able to help clients improve their software development processes, implement ITSM best practices, and adopt Atlassian tools.

Kiet is a highly motivated and results-oriented individual. He is passionate about helping organizations improve their IT service management practices. He is confident that he can make a significant contribution to any organization that he joins.

## EMPLOYMENT HISTORY

### Independent Freelancer, Upwork [ [upwork.com](https://www.upwork.com) ]

AUGUST 2017 – PRESENT

- Clocked almost 12,000+ hour of experience with 100+ happy Upwork clients, specializing in work related to Atlassian products, DevOps tools and practices, Agile methodologies
- Worked with a variety of enterprises, including Canon, Roblox, Survey Monkey, Rubrik, Couchbase, attaining 100% customer 5-star rating with great testimonials
- Earned Top-Rated Plus Badge (top 3% performers on Upwork) by building an impressive reputation with a proven history of success with multiple clients
- Helped clients migrate from various ITSM systems to Jira Service Desk: ServiceNow, Salesforce desk.com, Zendesk, ConnectWise
- Coached Agile teams to make the most of their Atlassian products such as Jira Software, Confluence, and Jira Service Management.
- Coached DevOps teams to adopt and implement CI/CD best practices that utilize AWS infrastructure.
- Helped business teams adopt the right Agile/DevOps tools (Jira, Confluence, Jira Service Management, Jenkins, SonarQube, Docker, Artifactory) and frameworks (Scrum, Kanban, XP for Agile and ITSM/ITIL) to drive their projects and organization to success.

## Board of Directors and Co-founding member , Beesightsoft [ [beesightsoft.com](https://beesightsoft.com) ], Ho Chi Minh

JULY 2012 – JULY 2017

- Started as a senior software engineer, later promoted to team leader to manage a small engineering team of up to. Invited to BoDs and co-founding member after less than one year. Scaled up the team to 70+ staff in 3 years, revenue stream exceeding \$2M with very limited resources.
- Led cross-functional engineering team adopting Agile & DevOps best practices to deliver projects on schedule, within declining budget constraints, while improving quality and timeliness.
- Defined and implemented standardized engineering practices by rolling out Agile frameworks such as Scrum, Kanban & XP.
- Used state-of-the-art ALM software & tools to aid the organization's transition from traditional Waterfall to Agile approaches, which resulted in maximized productivity and predictable development.
- Architected and implemented an automated CI/CD pipeline using various DevOps tools to improve rapid change/release management process. Achieved Stage-5 out of 7 Stages of Continuous Integration, aka build that runs on each commits with added code analysis and style checking included.
- Worked closely with the Quality Assurance department to coach on automation testing framework and agile testing mindset. This resulted in 80% on-time deliverability to mature the engineering teams, who previously had consistently missed project deadlines with countless technical debts.
- Allocated and established group resources to carry out R & D projects on cutting-edge technologies on mobility, low-level systems and other development frameworks.
- Selected, built and directly trained incoming staff on various engineering topics, ranging from Agile frameworks, Atlassian product line, development, testing and many more.

## Developer, THN Solutions

OCTOBER 2009 – JUNE 2012

- Created custom feature-rich and high performance desktop apps by implementing cutting-edge technologies such as 2D/3D graphical engines, TCP custom servers, media streaming, data synchronization, file synchronization.
- Carried out R & D in new technologies, frameworks & libraries on Microsoft stack, 3D programming and Adobe Flash/Flex.

## EDUCATION

### Bachelor of Engineering, Oxford Brookes University, Singapore

DECEMBER 2007 – MARCH 2009

## LINKS

[Upwork Profile - \[ myup.work/kiethn \]](https://myup.work/kiethn) [LinkedIn Profile - \[ linkedin.com/in/kiethn \]](https://linkedin.com/in/kiethn)

## SKILLS

Atlassian (Consulting, Migration, Add-on)  
Agile Frameworks: Scrum, Kanban, XP

Amazon AWS (Solution Architect, DevOps,  
Security, Networking, Database)

## CERTIFICATIONS

**AWS Certified Solutions Architect – Professional, [aws.amazon.com/certification](https://aws.amazon.com/certification)**

APRIL 2020 – APRIL 2023

[View Badge](#)

**AWS Certified DevOps Engineer – Professional, [aws.amazon.com/certification](https://aws.amazon.com/certification)**

NOVEMBER 2021 – NOVEMBER 2023

[View Badge](#)

**AWS Certified Security – Specialty, [aws.amazon.com/certification](https://aws.amazon.com/certification)**

SEPTEMBER 2021 – SEPTEMBER 2024

[View Badge](#)

**ITIL 4 Managing Professional, [axelos.com/certifications/itil-service-management](https://axelos.com/certifications/itil-service-management)**

JULY 2023

[View Badge](#)

**Atlassian Certified Expert, [atlassian.com/certification](https://atlassian.com/certification)**

MARCH 2019 – DECEMBER 2022

[View Badge](#)

**ACP-100 Jira Administration for Data Center and Server Certification, [atlassian.com/certification](https://atlassian.com/certification)**

SEPTEMBER 2017 – JULY 2023

[View Badge](#)

**ACP-120 Jira Administrator for Cloud Certification, [atlassian.com/certification](https://atlassian.com/certification)**

SEPTEMBER 2020 – JULY 2023

[View Badge](#)

**ACP-200 Certified Confluence Administrator for Data Center and Server, [atlassian.com/certification](https://atlassian.com/certification)**

MARCH 2019 – FEBRUARY 2024

[View Badge](#)

**ACP-300 Certified in Agile Development with Jira Software, [atlassian.com/certification](https://atlassian.com/certification)**

JANUARY 2018 – FEBRUARY 2024

[View Badge](#)

**ACP-400 Certified Jira Service Desk Administrator, [atlassian.com/certification](https://atlassian.com/certification)**

JUNE 2018 – FEBRUARY 2024

[View Badge](#)

**ACP-500 Atlassian Certified System Administrator, [atlassian.com/certification](https://atlassian.com/certification)**

MAY 2019 – FEBRUARY 2024

[View Badge](#)

**ACP-600 Certified Jira Project Administrator for Data Center and Server, [atlassian.com/certification](https://atlassian.com/certification)**

MAY 2019 – FEBRUARY 2024

[View Badge](#)

**ACP-620 Certified in Managing Jira Projects for Cloud, [atlassian.com/certification](https://atlassian.com/certification)**

AUGUST 2020 — JULY 2023

[View Badge](#)

**Professional Scrum Certifications, [Scrum.org](https://scrum.org)**

MARCH 2021 — MARCH 2021

[View Badge](#)