



VU TUAN CHIEN

Enterprise Agile Coach
Chief Scrum Master Officer

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Male - Married

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<https://agileanai.me/>

OBJECTIVE

As a Lean & Agile Coach, I am passionate about accompanying enterprises, organizations, teams, and individuals in transforming not only their Agile and Lean practices but also their underlying mindsets and cultures.

My mission is to enable data-driven and AI-empowered ways of working — fostering transparency, continuous learning, and evidence-based decision making across all levels of the organization. Through this, I help teams enhance collaboration, deliver customer value faster, and build products and services with lasting impact.

I strongly believe that combining Agile and Lean principles with AI and analytics represents the next evolution of modern software development — helping companies revolutionize how they deliver value, scale effectively, and position themselves on the international stage.

Beyond coaching and consulting, I am committed to sharing knowledge,



WORK EXPERIENCE

MTI TECHNOLOGY & OCEAN NETWORK EXPRESS

JUN 2022 - PRESENT

Enterprise Agile Coach | Lean & Agile Consultant

Responsibilities:

- Assigned by MTI Technology to support Ocean Network Express (ONE) in their enterprise Agile transformation journey.
- Acting as a Lean & Agile Consultant, I focus on enabling sustainable change through coaching, facilitation, and continuous improvement across multiple Agile teams.

Key responsibilities & contributions:

- Lead and coach Agile teams in applying Lean and Agile best practices to enhance delivery flow, collaboration, and self-organization.
- Support Agile Transformation initiatives at scale through framework alignment (LeSS, SAFe and other scaled approaches).
- Design and drive the Cross-Pollination Program — pairing experienced members with new or less-experienced teammates to learn by doing together (ShuHaRi), observe real practices, exchange knowledge, and accelerate skill growth.
- Introduce AI-driven metrics dashboards (Situation Boards) to enhance decision-making, transparency, alignment, and focus on shared goals.
- Facilitate data-driven retrospectives and promote continuous improvement through the PDCA (Plan-Do-Check-Act) cycle.
- Conduct training sessions and workshops on Agile mindset, Lean principles, and delivery excellence.
- Provide consulting and process improvement proposals to management and product leadership to align execution with strategic objectives.
- By combining hands-on coaching, structured learning programs like Cross-Pollination, data-driven, AI-driven approach, and best practices refined through MTI Technology's AI Agile experience, I help teams strengthen their Agile maturity and deliver business value more effectively.
- Qualification: [Large-Scale Scrum]

MTI TECHNOLOGY VIETNAM

AUG 2019 - JUL 2022

Chief Scrum Master Officer

Agile Coach

Responsibilities:

- Transform the organization's Agile and Lean culture/mindset by concentrating on Kaizen in process, leadership/management, product quality, coaching/skill up, working environment, and recruitment as well. Accelerate and retrospect those activities on a regular basis to ensure timely solutions and support.
- To coach and deliver the most valuable Scrum Masters to the organization, both in quantity and quality.
- Creating a learning environment in which Scrum Teams can experiment with opportunities for improvement.

Roles & Works:

- As an Agile Coach, I provide Agile fundamental and advanced training to new Scrum Masters and support experienced SMs focusing on team process enhancements and communicating Agile improvements with clients.
- To coach, promote, and deliver the most valuable Scrum Masters to the organization, both quantity, and quality.
(from 3 SMs in 2019 -> 16 SMs in 2021 accordingly 20 Scrum Teams)
- Develop and monitor metrics to track the progress of Agile adoption, enablement, scaling, and maturity to aid in accelerating overall Agile transformation efforts.
- Review and define Agile standards and best practices. Advance best practices for scaling and optimizing Agile practices in the organization.
- Coach and transform Lean and Agile principles, frameworks, practices, values, and tools.
- Standardize and strengthen the use of ADO to manage the Product Development Lifecycle effectively and reduce Leadtime on ADO Value Stream Map (VSM).

cultivating communities, and inspiring people to develop practical Agile and Lean skills that will strengthen both their organizations and the wider Agile ecosystem in Vietnam.

INTERESTS

- Lifelong learning and embracing meaningful challenges
- Exploring the intersection of AI, Agile, and human development to create adaptive organizations.
- Empowering others through coaching
- Contributing to social impact and charity initiatives
- Balancing life through reading, sports, and mindfulness activities
- Traveling and exploring diverse cultures to broaden perspective

- Develop and monitor metrics to track the progress of Agile adoption, enablement, scaling, and maturity to aid in accelerating overall Agile transformation efforts.
- Develop and implement Agile Maturity Assessment (AMA) to provide inputs/data for agility development. Apply PDCA cycle to check and adapt maturity score monthly.
- Gemba-walk with other Executives to observe and advise teams on how to make their own decisions based on a data-driven approach (PowerBI) and root cause analysis (RCA) with 5WHYs, Fishbone...
- Be in charge of facilitation of A3/ Hoshin Kanri workshops - The True North - for the organization in defining and deploying strategies.
- Facilitate critical retrospectives (such as brainstorming and training sessions on Miro) to identify organizational improvements (NPS increased 200%).
- Promoting coaching frameworks to the SM team and production teams by encouraging a learning and skill-up culture in the teams, forward to organic growth in the organization.
- Coordinate with Directors and other Cs to define & execute company strategies.
- Qualification: [CSM®, PSM II™, PSPO I™, PSPO II™, PAL I™ | Certified Lean Specialist & Expert]

MTI TECHNOLOGY VIETNAM

JUN 2018 - SEP 2019

Scrum Master

As a **Scrum Master** - a True leader/ Servant leader - for the Scrum team (A leader who can firstly serve team members and then lead them for the outcome of the team).

LunaLuna Baby: Supporting Moms from Pregnancy to Childbirth/ ChildCare.

Links ref: <https://play.google.com/store/apps/details?id=com.mti.lunababy>

Responsibilities:

- Responsible for promoting and supporting Scrum by helping everyone understand Scrum Theory, Practices, Rules, and Values.
- To ensure that the Scrum framework works properly.
- To support the team behind the scenes for self-management of the team.
- To help stakeholders change their interaction to maximize the values created by the Scrum team.

Roles & Works:

- **Building Process:** Design team's own process is based on the basic Scrum process.
- **Facilitation:** Facilitate Scrum events, conflicts, and other meetings as needed or requested.
- **Visualization:** Visualize team metrics & situations with status, progress, and problems...
- **Impediment Management:** Identifying and removing impediments to the team's progress while respecting self-management.
- **Coordination/ Adjustment:** Coordinate and adjust things related to product management in need.
- **Promotion of Continuous Improvement:** Encourage the team to improve continuously.
- **Support for Scrum Team:**
Coaching the team in self-management and cross-functionality.
Helping the PO to find techniques for effective Product Goal definition and Product Backlog management.
Plan Team-building to build a relationship of trust.
- **Teaching & Coaching for Scrum team & Organization:**
Coaching the team in approaching and applying the best practices
Adopt Scrum to the organization, lead and coach the organization effectively.

MTI TECHNOLOGY VIETNAM

JUL 2017 - AUG 2018

Xamarin Developer

Developed Healthcare Products :

1. Carada:

Health awareness is improved with daily activity records!

Data management of health checkup results!

Link ref: <https://play.google.com/store/apps/details?id=jp.co.mti.carada.app>

2. LunaLuna Baby:

Supporting Moms from Pregnancy to Childbirth/ ChildCare.

Links ref: <https://play.google.com/store/apps/details?id=com.mti.lunababy>

Responsibilities:

- Communicated with Product Owner (PO) to get new requirements (Product Backlog Refinement).
- Created User Stories/ subtasks and estimated points/ hours (Sprint Planning).
- Implemented tasks, Unit Tests (Code coverage > 80%) for functions, and UI Automation Test (Sprint).
- Created and reviewed scenarios according to specifications such as IT, RT, PT, and UAT.
- Executed testing in both manual and automation (Testing Phase).
- Managed source code, cross-review for others, review checklist...
- Shared progress to other Developers and PO in Daily Scrum Meeting.
- Do demonstration for PO and Stakeholders in Sprint Review.
- Facilitated Sprint Retrospective for the Scrum team.
- Held internal training classes in English and technical seminars for the team.

GMO-Z.COM RUNSYSTEM

2015 - JUL 2017

Mobile Developer

1. Developed Android Applications for Japanese Customers (B2C, B2B2C)/ Companies (B2B).

Projects: Genkisushi, Shoppass by GMO, Shift Manager, Seriftter, DolceClassic Music

2. Links ref:

- <https://play.google.com/store/apps/details?id=jp.gmoc.shoppass.genkisushi>
- <https://play.google.com/store/apps/details?id=jp.gmoc.shoppass>
- <https://play.google.com/store/apps/details?id=jp.gmoc.shiftmanager>
- <https://play.google.com/store/apps/details?id=jp.co.adgaming.visunario>
- <https://itunes.apple.com/jp/app/dolce-classic-music-player/id1228074130>

Responsibilities:

- Built Android projects based on specifications and designs.
- Created and executed test cases according to specifications defined in Acceptance Criteria.
- Worked independently, received and responded information directly to BrSE and Product Owner...
- Estimated effort for application features.
- Shared daily reports to the Project Manager, BrSE, and Product Owner.
- Held internal training classes in English and technical seminars for the team.



KEY SKILLS

- Agile Software Development
- Engineering Best Practices
- AI-driven SDLC & Automation in Testing
- Scaled Agile Frameworks & Multi-team Facilitation
- Data-driven Decision Making
- Lean & Agile Coaching/ Consulting
- Team & Leadership Coaching
- People Development & Capability Building
- Lean Thinking & Value Stream Mapping
- Kaizen/ Continuous Improvement
- A3 Problem Solving & Root Cause Analysis
- Gemba Walk & Waste Identification
- PDCA & Process Optimization
- Problem and Risk Analysis/ Management
- Service Design Thinking - User Story Mapping - Customer Journey Mapping - Persona
- Lean Leadership & Organizational Transformation
- Change Management & Stakeholder Engagement
- Transformation Strategy & Roadmapping
- Cross-functional Collaboration & Communication



EDUCATION

MASTER OF SCIENCE IN ARTIFICIAL INTELLIGENCE 2024 - 2026
(EXPECTED 2026 - THESIS DEFENSE Q1 2026)
Ho Chi Minh City University of Industry and Trade

Currently completing thesis on "Generative AI Applications in Software Testing". Research focuses on leveraging LLMs and AI to enhance Agile testing practices, automated test generation, and quality assurance processes.

BACHELOR OF INFORMATION TECHNOLOGY 2012 - 2016
Ho Chi Minh City University of Industry and Trade

Comprehensive foundation in software engineering, algorithms, and system design. Specialized in software development methodologies and quality assurance.
GPA: 3.3/4

MOBILE PROGRAMMER TRAINING COURSE 2015 - 2016
University of Science - Information Technology

Specialized training in mobile application development focusing on Android and iOS platforms. Enhanced practical skills in mobile programming and app development lifecycle.



CERTIFICATIONS

Certified LeSS Practitioner (CLP) SEP 2023 - 2025
LeSS.Works
Issued Sep 2023 - Expired Sep 2025
Credential ID 33079713120
<https://less.works/certificates/tuan-chien-vu-33079713120>

Certified Value Stream Mapping (VSM) Specialist OCT 2022
Advanced Innovation Group Pro Excellence (AIGPE)
Issued Oct 2022 - No Expiration Date
Credential ID 60604589
<https://www.credential.net/9c0d91b6-3290-4370-ad8b-b7787eba25a1>

Certified Lean Expert MAR 2022
Advanced Innovation Group Pro Excellence (AIGPE)
Issued Mar 2022 - No Expiration Date
Credential ID 47837846
<https://www.credential.net/6fb70da1-3535-4688-bc0e-fb9a8b0912a7>

Certified Lean Specialist DEC 2021
Advanced Innovation Group Pro Excellence (AIGPE)
Issued Dec 2021 - No Expiration Date
Credential ID 47837831
<https://www.credential.net/ff53211b-5926-444d-afab-6450d264a315>

Professional Scrum Product Owner™ II (PSPO II) DEC 2021
Scrum.org
Issued Dec 2021 - No Expiration Date
Credential ID 742652
<https://www.credly.com/badges/685c01d7-bc7c-49d3-b5ee-9471896ac398>

Professional Scrum Product Owner™ I (PSPO I) AUG 2021
Scrum.org
Issued Aug 2021 - No Expiration Date
Credential ID 688653
<https://www.credly.com/badges/6ddb915c-c1f9-4bce-a718-a1977fff38f7>

Professional Agile Leadership™ I (PAL I) JUL 2021
Scrum.org

Issued Jul 2021 · No Expiration Date
Credential ID 681218
<https://www.credly.com/badges/828b50ba-5299-463d-a7e9-c36cd7803a96>

Professional Scrum Master™ II (PSM II)

JUN 2021

Scrum.org

Issued Jun 2021 · No Expiration Date
Credential ID 670423
<https://www.credly.com/badges/685c01d7-bc7c-49d3-b5ee-9471896ac398>

Certified ScrumMaster® (CSM)

JAN 2019

Scrum Alliance

Issued Jan 2019 · Expired Jan 2021
Credential ID 000883274
<https://certification.scrumalliance.org/accounts/883274-tuan-chien-vu/certifications/1002895-csm>

Certified Scrum Master

NOV 2018

MTI Technology

Issued Nov 2018 · No Expiration Date

Mobile Developer Certification

DEC 2015

University of Science

Issued Dec 2015 · No Expiration Date
Credential ID 2015/000923



HONORS & AWARDS

Kaizen Award - The Best Team

OCT 2019

MTI Technology

The Best Leadership

OCT 2019

MTI Technology

Agile Profesional Team (APT)

NOV 2018

MTI Technology