Nguyen Quoc Hung

Senior Warehouse & Operations Leader

hunghung101090@gmail.com · +84 988 447 436
Ho Chi Minh City, Vietnam

PROFESSIONAL SUMMARY

Warehouse and operations leader with 12+ years across Cold Chain, 3PL, E-commerce Fulfillment, Sorting Center, and Postal Logistics. Leads ERP/WMS Transformation, SOP Design, Operational Ramp-up, KPI Governance, and Cross-functional Delivery, combining hands-on execution with data and systems expertise.

12+ years	50+ staff	18,000	~800 tons/day
Logistics Operations	Multi-site Leadership	Pallets/Day Managed	Throughput Managed

PROFESSIONAL EXPERIENCE

Warehouse Manager — New Land VJ Long An
Jan 2023 – Sep 2026

- Designed and implemented SOPs and an operating model for Chilled, Frozen, and Cross-docking environments.
- Led the shift from manual execution to ERP/WMS-enabled operations, defining business logic and coordinating IT, stakeholder, and 3PL implementation.
- Delivered the Central Retail Vietnam transition with controlled ramp-up and SLA continuity; directed 50+ staff across sites, managing up to 18,000 pallets/day and ~800 tons/day.

Warehouse Manager — Boxme Fulfillment
Oct 2021 – Aug 2022

- Standardized SOPs, KPI governance, and operational review cadence across warehouse sites.
- Led a cross-functional recovery that cleared a WMS-related returns backlog of 2,000+ orders through process redesign, governance, and system alignment.

BI & Data Analyst — Lazada
2020 – 2021

- Validated regional logistics datasets and built dashboards and performance reports for SLA, throughput, and operational decision support.

Sorting Center Supervisor — Lazada E-Logistics
2017 – 2020

- Managed large-scale Sorting Center operations and Process Stabilization, keeping backlog below 5% and reprocessing below 0.05% at ~300,000 parcels/day.

Warehouse Supervisor — Organic DaLat JSC
2016 – 2017

Hub Specialist — ViettelPost
2012 – 2016

- Reduced a 10,000-letter backlog from three months to one week through workflow redesign.

CORE CAPABILITIES

Operations: Cold Chain · Cross-docking · 3PL · E-commerce Fulfillment · Sorting Center
Transformation: ERP/WMS · Process Design · Program Delivery · SOPs · SLA/KPI Governance
Data: Python · BI and Reporting · Operational Analytics · Dashboards

EDUCATION

Bachelor's Degree in Economics
University of Economics Ho Chi Minh City (UEH)

LANGUAGES

Vietnamese — Native
English — Professional