Nguyen Quoc Hung

Warehousing Expert

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Warehouse and logistics practitioner with 12+ years of experience across ambient and cold-chain operations, e-commerce fulfillment, sortation, postal flow, WMS/ERP transformation, and operational analytics. Brings real operating evidence to scenario analysis, process-document review, data validation, and the evaluation of AI-generated logistics recommendations.

12+	60K m²	18K	300K
YEARS IN LOGISTICS OPERATIONS	AMBIENT + COLD-CHAIN SITE	PALLETS PER DAY	PARCELS PER DAY

Relevant Experience for AI Evaluation

Scenario and workflow review

Tests recommendations against capacity, inventory flow, labor, MHE, temperature zones, service levels, and execution constraints.

Data and document validation

Experience with BI, dashboards, operational-data checks, SOP design, KPI governance, and WMS-related issue recovery.

Realistic case development

Grounded case material from backlogs, returns, high-volume sorting, cold chain, transitions, ramp-up, and SLA continuity.

Clear written reasoning

Separates what is correct, missing, risky, and operationally preferable; translates requirements into process logic and ownership.

Professional Experience

Jan 2023 — Sep 2026

Warehouse Manager

New Land VJ Long An

- Directed an approximately 60,000 m² ambient and cold-chain operation, leading 50+ staff across sites at up to 18,000 pallets/day and approximately 800 tons/day.
- Designed SOPs and the operating model; delivered the Central Retail Vietnam transition with controlled ramp-up and SLA continuity.
- Applied ERP/WMS, KPI governance, and cross-functional coordination to stabilize complex operations.

COLD CHAIN · ERP/WMS · SOPS · SLA CONTINUITY · RAMP-UP

Oct 2021 — Aug 2022

Warehouse Manager

Boxme Fulfillment

- Managed a 10,000 m² fulfillment operation and established SOP and KPI review routines.
- Led cross-functional recovery of a WMS-related returns backlog exceeding 2,000 orders.

E-COMMERCE FULFILLMENT · WMS RECOVERY · RETURNS · KPI GOVERNANCE

2020 — 2021

BI & Data Analyst

Lazada

- Built and reviewed dashboards, analytics, and operational-data checks supporting logistics decisions and SLA visibility.

BI · DASHBOARDS · DATA VALIDATION · OPERATIONAL ANALYTICS

Professional Experience — Continued

2017 — 2020

Sorting Center Supervisor

Lazada E-Logistics

- Supervised a roughly 7,000 m² sorting center processing approximately 300,000 parcels/day.
- Maintained backlog below 5% and reprocessing below 0.05% through disciplined flow control and process stabilization.

SORTATION · HIGH-VOLUME FLOW · BACKLOG CONTROL · PROCESS STABILIZATION

2016 — 2017

Warehouse Supervisor

Organic DaLat JSC

- Supervised people, goods, storage, and daily warehouse execution close to the operating floor.

WAREHOUSE OPERATIONS · STORAGE · TEAM SUPERVISION

2012 — 2016

Hub Specialist

ViettelPost

- Redesigned workflow to reduce a 10,000-letter backlog from three months to one week.

POSTAL LOGISTICS · WORKFLOW REDESIGN · BACKLOG RECOVERY

Domain Capabilities

Warehouse & Fulfillment
Inventory flow, ambient and cold chain, cross-docking, 3PL, e-commerce fulfillment, sortation, returns.

Systems & Transformation
ERP/WMS, process design, operational ramp-up, system recovery, program delivery.

Quality & Governance
SOP review, SLA/KPI governance, bottleneck analysis, cross-functional ownership.

Data & Reporting
Python, BI, dashboards, operational analytics, data validation.

Evaluation Approach

1. Ground the scenario
Clarify the process, objective, inputs, and service commitment.

2. Check constraints
Test inventory, labor, MHE, WMS, timing, temperature, and capacity assumptions.

3. Trace consequences
Find shifted bottlenecks, edge cases, safety risks, and KPI trade-offs.

4. Write the verdict
State what is correct, missing, risky, and operationally preferable.

Illustrative Hypothetical Review

Hypothetical recommendation:

“Place every fast-moving SKU closest to dispatch.” This is plausible but incomplete. A reliable answer must test replenishment travel, congestion, order profiles, slot capacity, FEFO/FIFO, temperature segregation, dock cut-offs, and relocation cost before recommending zone-level changes. This example is illustrative and is not based on a Micro1 model or customer dataset.

Education

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

Languages

Vietnamese · English
Available for remote contractor collaboration.